

RESOLVING WORKPLACE ISSUES: TIPS FOR ENCOURAGING A CULTURE OF RESPECT AND COURTEOUS WORK BEHAVIOUR



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ISSUES:
**TIPS FOR
ENCOURAGING
A CULTURE OF
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COURTEOUS
WORK BEHAVIOUR**



Note: Adapted from APSC Guide to Respect: Promoting a Culture Free from Harassment and Bullying in the APS.

ENSURING OPEN COMMUNICATION

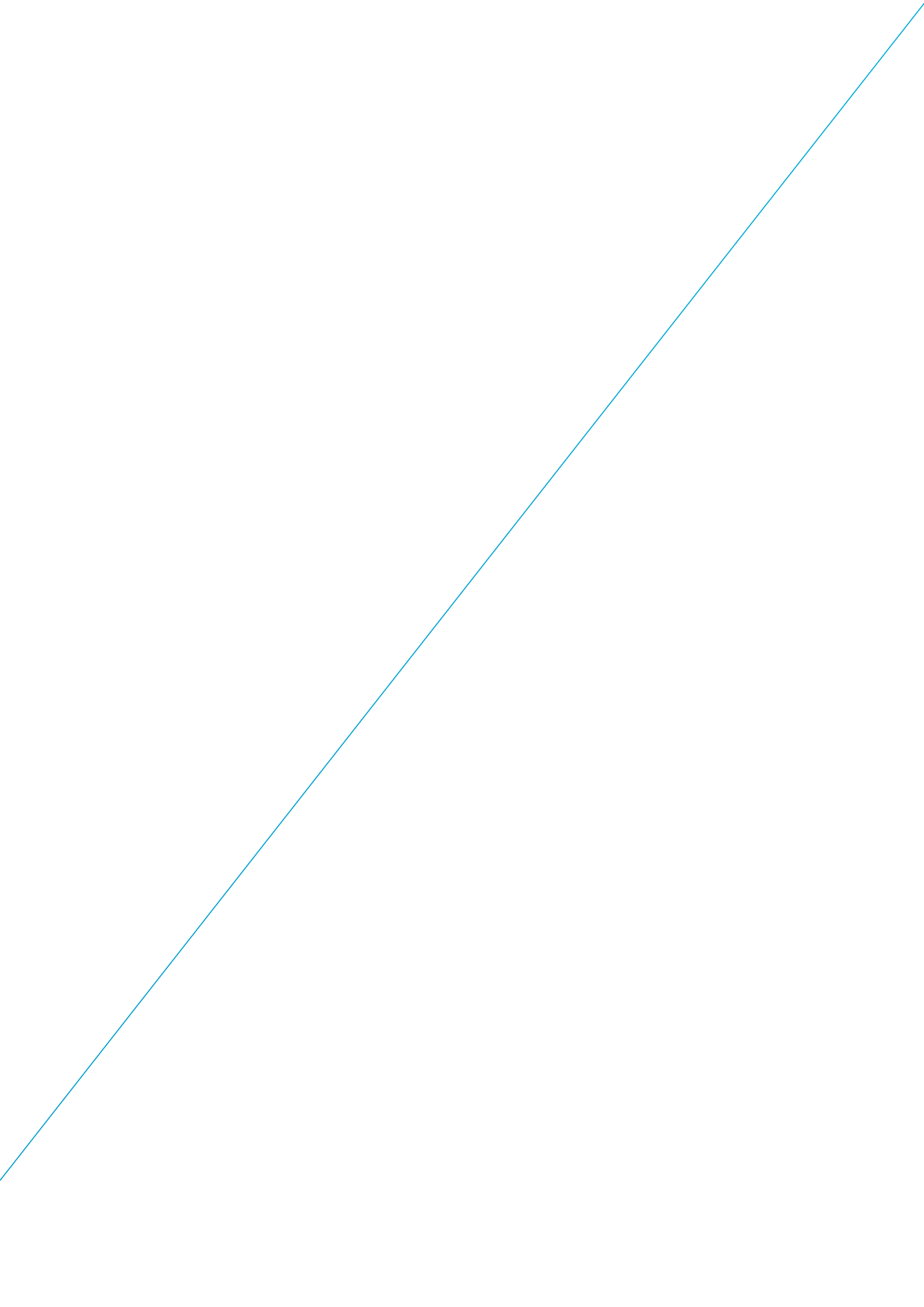
- Make sure communication within the team is open, clear and friendly;
- Implement an 'Open Door' protocol;
- Monitor potential bullying, harassment or low morale;
- Provide constructive performance guidance, including positive feedback.

STRATEGIES TO PROMOTE RESPECT AND COURTESY

- Develop a set of agreed team behaviours that embed the ACTPS Values and Code of Conduct (General Obligations of employees, Section 9 of the PSM Act);
- Incorporate the ACTPS values into performance planning and feedback cycles for all staff;
- Agree on a process for team members to provide feedback;
- Include a team building session at planning days or team meetings;
- Ensure support for a culturally inclusive workplace;
- Check that all staff have read, understood and apply the agency's policy on harassment and bullying;
- Discuss staff survey results with teams and identify any areas for improvement.

MANAGING WORKLOADS AND PRIORITIES

- Prioritise tasks and set clear and realistic deadlines;
- Manage the allocation of urgent work and help staff to re-prioritise workloads where necessary;
- Ensure staff have all the information they need to do their work;
- Confirm that all workers understand their role and have the skills, capabilities and training they need to perform to their full potential;
- Design jobs to ensure workloads are fairly distributed;
- Consider job rotation to give workers opportunities to broaden their experience and skills;
- Encourage workers to find a good work-life balance.





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