



**RESPECT IN THE
WORKPLACE
COMMITTEE**

BUILDING RESPECT WORKS

Welcome to the “Building Respect Works” Newsletter!

This publication is intended to inspire commitment with construction industry stakeholders to champion respect best practices in the workplace. The **COAA Respect in the Workplace Committee** has developed a toolkit that will enable owners, employers, managers, supervisors and employees to create respectful work environments. In 2005, the Committee produced the **Workplace Respect Toolkit** -- a ready-for-use model policy that has garnered strong support and utilization throughout the industry (www.ritwp.ca or www.coaa.ab.ca/BESTPRACTICES/WorkforceDevelopment/RespectintheWorkplace/ModelPolicyandToolkit). A breakfast workshop designed to roll-out the Toolkit has

joined with a half day “Train-the-Trainer” workshop (pg 4) to provide sound ways to kick-start their workplace respect policy and culture. The Committee will continue to find ways to educate and equip industry with helpful tools and information to ensure that Alberta’s construction industry is a world leader in workplaces free of harassment, bullying and violence. In some ways, respect is a simple thing: a sensible guide for how reasonable people ought to treat each other. In reality however, we often fall into patterns and behaviors that erode the notion of respecting each other. Individual behaviors become entrenched, and soon a workplace culture develops that undermines not only the basic respect we owe

each other but also affects the work we are performing. Future issues of this newsletter will highlight components of a constructive workplace respect best practice, with a goal of providing all stakeholders with the information and tools needed to overcome destructive behaviors and culture. We will also investigate a series of critical areas that will provide a sound business case for the adoption of a workplace respect policy and practice. On page 3 you will see a calendar of future issues of the newsletter, and the themes that we will use to develop the business case. It is our sincere hope that the information and tools we provide will spark change in your work place, resulting in a safe, enjoyable and respectful environment.

“Everyone has the right to be respected and the responsibility to respect.”

Points of Interest

- >Toolkit Description..Page 2
- >What is the Train-the-Trainer Workshop. .Page 2
- >Future Issues..Page 3
- >Risk Assessment Article....Page 3
- >Workshop Calendar..Page 4
- >Respect In the Workplace Committee..Page 4

Industry Champions - A Message from Brad Anderson

Dear COAA Members, stakeholders and industry,

The COAA Workforce Development Committee continues investing in the Respect in the Workplace (RITWP) Best Practice, and has done so since 2002. The COAA Best Practice contains a work rule; effective complaint, investigation and resolution strategies; implementation tools; hazard assessment frameworks; and cultural awareness materials.

The RITWP Committee’s present focus is to encourage COAA stakeholders to implement this best practice in each of our workplaces. I strongly support this focus. Broad adoption of this (or an equivalent) program promises to make our worksites safer, healthier, more welcoming and effective. To achieve industry-wide implementation, the committee is engaged in a communication strategy and invests heavily in workshop delivery and training.

I commend this group of industry volunteers for deliverables submitted to date, and am encouraged by the ongoing commitment demonstrated in their continued efforts to encourage the implementation of this best practice throughout the industry.

Yours truly,
Brad Anderson
Executive Director,
COAA

If you are not sure whether something you do or say could offend someone—ASK!



Workplace Respect Model Policy & Toolkit

In developing this Toolkit, we determined that to effectively address bullying, harassment and violence there is a strong requirement for awareness, training and communication. The model is built upon the premise that the primary focus needs to be directed at proactively building a respectful workplace. Secondary consideration is for developing corrective action plans and/or disciplinary consequences in reaction to a workplace incident.

The Toolkit provides a comprehensive breakdown of:

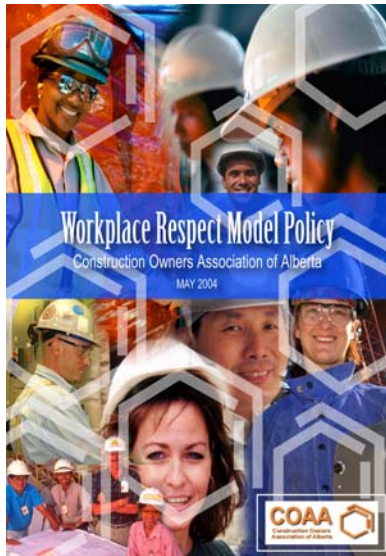
- COAA Model
- Site Policy
- Site Poster
- Supervisory Presentation
- Employee Presentation
- Certificate of Completion
- Site Assessments
- ToolBox Talks
- Investigations
- Incident Bulletins
- Discipline Procedure
- Respect Reporting

To support the objective of providing all employees with a healthy safe workplace, it is required that managers, supervisors and workers take preventative action to ensure that risks to individual's health and safety due to violations of **respect** are eliminated or reported.

With these tools you will effectively guide your company through the establishment of a workplace respect policy with the tools to deliver proactive solutions to safety, workforce development and promotion of workforce best practices.

Our toolkit can be found at www.ritwp.ca or www.coaa.ab.ca/BESTPRACTICES/WorkforceDevelopment/RespectintheWorkplace/ModelPolicyandToolkit.

**We Invite you to be a part of
Construction Excellence in Alberta!**



TRAIN THE TRAINER WORKSHOPS

This past year the COAA Respect in the Workplace Sub-committee developed the Model's accompanying Employee and Supervisor Training Curricula with the assistance of Creating People Power Inc. and industry focus groups.

Respect in the Workplace Level 1: Creating Awareness

Workshop learning objectives include:

- Awareness and legal considerations
- Signs and consequences
- Monitoring personal behaviour
- Being a leader of respect
- Responding to complaints
- Effective fact gathering
- Tactful intervention

New

Respect in the Workplace Level 2: Implementation Guide and Toolkit (Prerequisite – Level 1)

Workshop Learning Objectives include:

- Understanding of the employers roles and responsibilities for implementing a respectful workplace policy
- Knowledge of how to support and communicate the policy
- Clarity regarding the criteria for a meaningful policy

You will walk away from these Certificate Programs with all of the necessary support tools to deliver this program internally within your own organization. For registration & schedule information please refer to Page 4 of this newsletter.





FUTURE ISSUES

The “Building Respect Works” newsletter will be published three or four times per year. We will explore a number of important aspects that support the need for maintaining a workplace respect policy and practice. Each issue will be devoted to one of these items.

AUGUST 2009 [SAFETY](#) - we will explore legal considerations relating to liabilities, conforming to OH&S statues, etc.

DECEMBER 2009 [ECONOMIC](#) - workplace respect plays a key part in the substantial areas of turnover, absenteeism, productivity and health-related costs.

MARCH 2010 [LEGAL TRENDS](#) - not surprisingly, presence of harassment and abuse in the workplace can often lead to significant time and money spent on human resources, labor relations and legal support.

AUGUST 2010 [LEADERSHIP, GOVERNANCE, AND ORGANIZATIONAL DESIGN](#) - an intentional organization can proactively manage risk in the areas of workplace discontent and disruption, through the creation of policies and practices that embed a respectful workplace.

DECEMBER 2010 [CREW DYNAMICS AND TEAM BUILDING](#) - effective work teams are typically characterized by clear roles and responsibilities.

RISK ASSESSMENT

The formal process to assess and deal with the risks associated with each and every identified hazard.

Did you know that your company can plan to prevent hazardous situations such as harassment, bullying and violence?

The use of a risk assessment procedure is not new to the construction industry, but most of us are familiar with identifying threats of a physical nature. For example, on a construction site we insist that field level risk assessments be completed prior to the start of any job. We ask our people to be aware of things like what types of chemicals they will be working with, what are the emergency escape routes, do they have the right PPE to work in the environment, does their team have the right training to do the work, etc. We are all trained to iden-

tify hazards that may cause bodily harm, but it is now time to start recognizing hazards in our workplaces that are not so obvious.

Harassment, bullying and violence are hazards that can occur in any area of your company. They are not limited to the shop floor or the field, like most physical hazards, and in many cases they are not nearly as obvious. It is our job as employers, employees & owners to ensure that workplaces are “safe” and respect is a necessary component of that definition.

To ensure that you are providing a safe workplace the *Respect in the Workplace Toolkit* is here to help. It will guide you through the Risk Assessment process and help you understand how you can help minimize or eliminate the threats of harassment, bullying and violence.



Workshop Calendar

Date: Thursday, June 18th, 2009
Level 1: 9:00 a.m. to 12:00 noon
Level 2 - Pilot: 1:00 pm to 4:00 pm

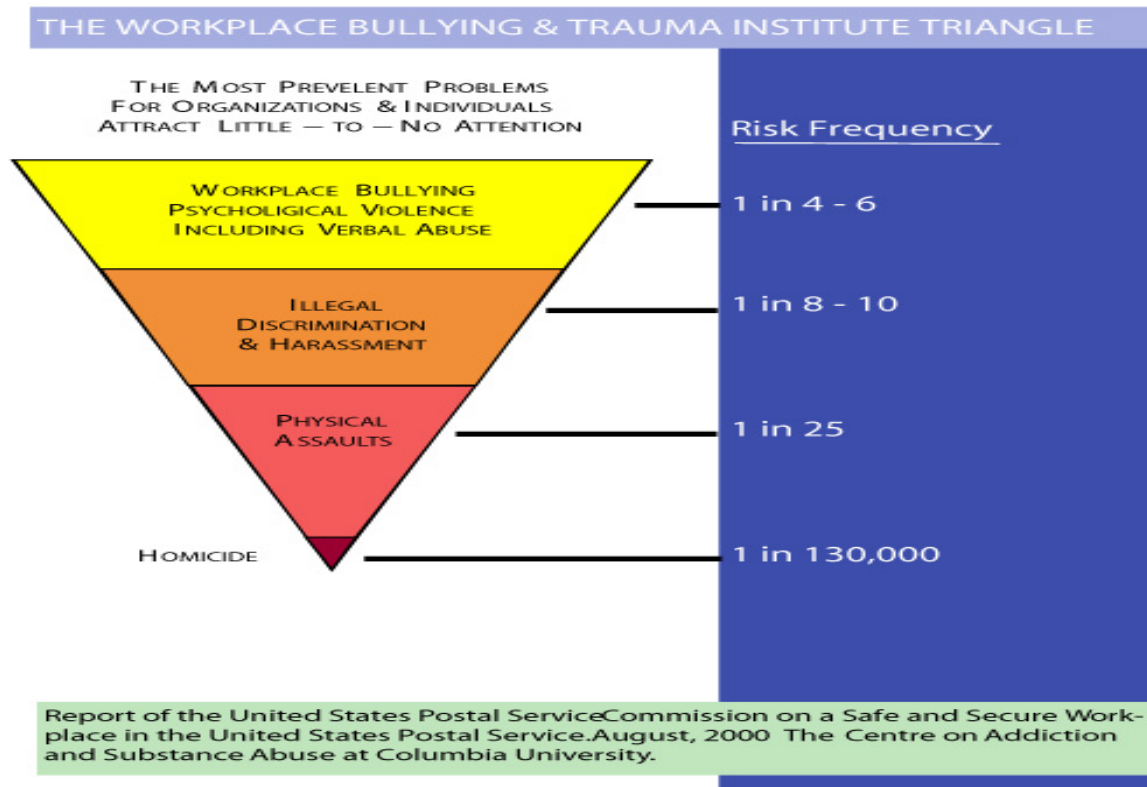
Cost: \$247 per person / level

Location: **Creating People Power Training Room**
#1, 9750 – 51st Avenue
Edmonton, Alberta
 (Main Floor, north side of 51st Ave
 - an awning marks the spot)

Register by calling toll free
 1.877.693.7644 (Paula)



RESPECT IN THE WORKPLACE



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Understanding Differences