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Respect Matters – With Respect Group and University of Calgary

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Program Manager, Workplace Mental Health, MHCC

October 29, 2014, Noon - 1:00 p.m. ET



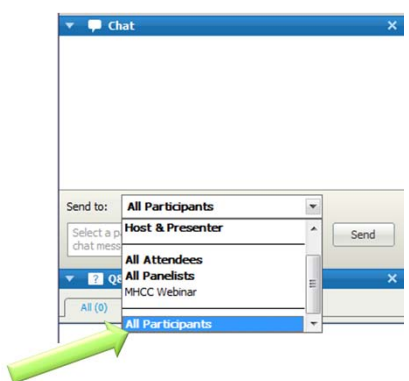
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Important! Send questions/comments to:
'All Participants'



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Presenters



Samuel Breau

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Brad Blaisdell




Respect Group



Marcia Buchholz

University of
Calgary

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Agenda

1. National Standard for Psychological Health and Safety in the Workplace
2. Why Respect Matters
3. Respect in the Workplace Program
4. Respect in the Workplace: University of Calgary Journey
5. Question Period

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Intent of the National Standard

- ✓ Wellness for all
- ✓ Reduce stigma
- ✓ Reduce stressors
- ✓ Happier workplaces, enhanced productivity, better health, safety, and fiscal performance
- ✓ Improved risk management
- ✓ Increased organizational recruitment
- ✓ Retention
- ✓ Corporate and social responsibility



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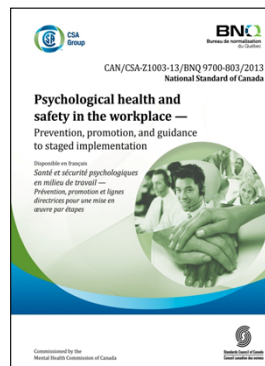


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Purpose of the Standard

Prevent psychological harm
due to conditions in the workplace

Promote psychological health
in the workplace through support



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What is the Standard?

The Standard is a set of guidelines, tools, and resources focused on promoting employees' psychological health and preventing psychological harm due to workplace factors

- Voluntary – set of tools, not rules
- Aligned with existing standards and tools
- Applicable to any organization – regardless of size or sector
- Intended to enable employers and employees to measure progress
- Doesn't create new legal obligations but may have influence on the application of seven branches of law that currently exist
- Informative annexes are included to help users develop approach to implementation and integration

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Respect Group Mission Statement

Empowering people to recognize and prevent bullying, abuse, harassment, and discrimination through our leading delivery on interactive, online certification.

To fulfill our vision of inspiring a global culture of respect

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Program Evolution



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EVERY HUMAN INTERACTION IN THE WORKPLACE CREATES A POSITIVE OR NEGATIVE EXPERIENCE




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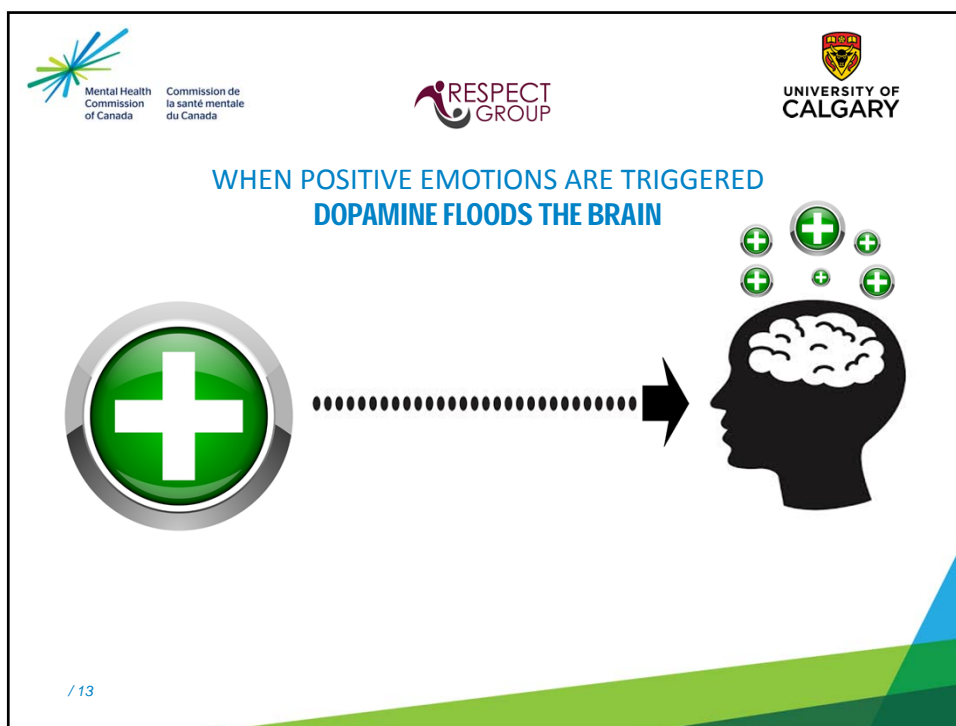

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EACH INTERACTION ARE LIKE NEON SIGNS TELLING OUR BRAINS "REMEMBER THIS"



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WHAT is the **LINK?**



RESPECT
IN THE
WORKPLACE





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> 40%



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Bullying, Abuse, Harassment and Discrimination (BAHD)

 	Insulting, making threats or intimidating behaviors	Being overbearing in meetings and making aggressive comments
	Abuse of power	Unreasonable demands and deadlines
	(BAHD) can come in written form	Emails, notes or instant msgs about another person
	Inappropriate gestures, gossip	Physical or sexual in nature
	Behaviors defined by the criminal code	Stalking or a physical or sexual assault

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CBCnews Windsor | 2014 | 12:00 pm

Home World Canada Politics Business Health Arts & Entertainment Technology & Science Community Weather Video

40% of Canadians bullied at work, expert says
Former Canada Border Service Agency manager in Windsor claims he was bullied

CBC News Posted: Dec 09, 2011 9:45 AM ET | Last Updated: Dec 13, 2011 9:45 AM ET

WINDSOR

Former border services manager Jim Johnston says he is a victim of workplace bullying. (CBC News)

49 shares

Bullying does not just happen on the playground. Experts say it's a real problem in the workplace, too.

Jacqueline Power, an assistant professor of management at the University of Windsor's Odette School of Business, has spent years researching bullying in the workplace. She says 40 per cent of Canadians has experienced one or more acts of workplace bullying at least once a week for the last six months.

Power said workplace bullying includes withholding information from a person, excluding staff from meetings, threats and intimidation.

Power called it "a serious problem."

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- Meghan Agosta of Team Canada hockey joins Vancouver police
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- H1N1 virus continues to 6,000 km across Canada

More related to this story

- B.C. teachers, schools signal progress in talks with media
- Why B.C. schools have a lot to celebrate
- Why teachers across Canada are so angry

— Develop a policy statement with respect to workplace bullying and harassment not acceptable or tolerated;

— Take steps to prevent or minimize harassment;


VIDEO
B.C. girl celebrates legal win allowing her to sue for workplace bullying

Deer
Drinking House that is like no other


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The top two bosses of a city transit service plagued by complaints of harassment and a poisoned work environment will retire next year


that co-workers... the study's interesting findings... that co-workers... the study's interesting findings... that co-workers... the study's interesting findings...




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EFFECTS OF BAHD IN THE WORKPLACE

Recruitment & Retention

Reputation of Organization

Mental Health & Well-Being

Possibility of Lawsuits or Investigations

Disengagement/Low Productivity


82% of targets feel they have to leave their jobs. Ruth Namie – *The Bully at Work*

3% of disengaged employees are likely to advocate on behalf of their organization. *Gallup Analytics*


Over next 30 yrs, if unaddressed, the impact of mental health will cost Cdn Business \$198 Billion *MHCC*

Workplace bullying spreads throughout the whole organization and destroys the morale, teamwork, and positive environment needed to achieve results. *CCOHS*


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HOW WORKPLACE BULLYING AFFECTS YOUR BODY

- 71% of 516 respondents reported having being treated by a doctor for work-related health symptoms. 63% reported seeing a mental health professional. (WBI)
- Nearly half of the 49% being bullied reported being diagnosed with depression.

- High Blood pressure
- Heart palpitations
- Heart attack
- Overwhelming anxiety and/or panic attacks
- Sleep disruption
- Loss of concentration/memory
- Migraine and tension headaches
- Uncontrollable mood swings
- Posttraumatic stress disorder
- Eating disorder (Diagnosed by MH professional)
- Nausea
- Rapid breathing
- Uncontrollable crying



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MAKE IT REAL FOR MY ORGANIZATION....

- What does one employee mediation, grievance or investigation cost?
- What does one stress leave cost?
- What does backfilling cost?
- Employee turnover cost?
- What is our current retention STRATEGY?
- What good people are we losing?
- Generation X, Retiring Employees, Millennium Babies , Multi cultural workforces

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ITS AN EXPECTATION!

That every employer create a psychologically safe workplace as “one that does not permit harm to employee mental health,... one in which every practical effort is made to avoid reasonably foreseeable injury to the mental health of employees.”

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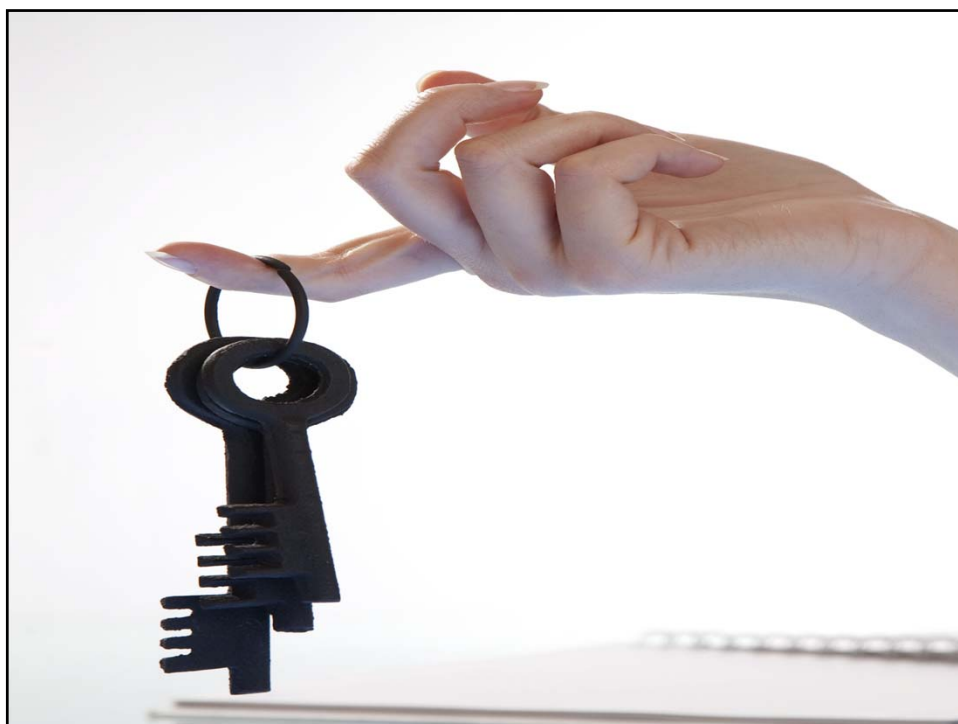
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WANT TO
CHANGE YOUR
WORLD?

DELIVER
SOMETHING
THAT HELPS
PEOPLE.





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We've Made it Simple



Respect in the Workplace Program



Outsourced
solution

Cost effective
implementation

User certification,
recertification &
reporting

Effective,
regardless of
literacy level

24/7 Customer
Support

Simple point and
click format

Ability to include your logo, your links, your leader message.



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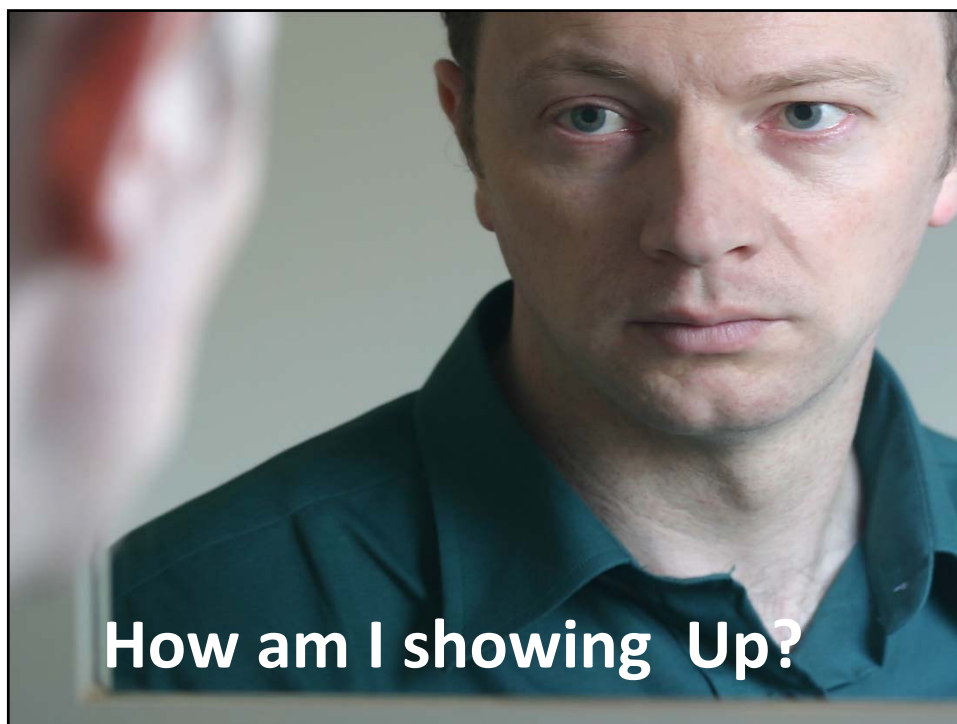


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Participants take a pre and a post-program survey on their experience with BAHD in current work setting. (1000+ sample)

Survey Question	Pre	Post	Difference
Yes, I personally witnessed it happen to someone else.	47%	50%	3%
Yes, it happened to me.	34%	39%	5%
Yes, I engaged in these behaviours myself.	5%	31%	26%

BAHD – **B**ullying, **A**buse, **H**arassment, and **D**iscrimination



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ALBERTA HUMAN SERVICES

As of Oct 9th 2014, 4697 employees have been certified in the AHS
Respect in the Workplace Program

Did you find this training easy to use?	YES - 98%
Was this training convenient for you to complete?	YES - 91%
Now that you have taken this training, do you think BAHD at work have a negative impact on the person targeted?	YES - 97%
Now that you have taken this training, do you think BAHD at work have a negative impact on the work environment?	YES - 98%
Do you feel better equipped to identify BAHD on the job?	YES - 90%



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Continued – Has there ever been **Bullying, Abuse, Harassment, or Discrimination** at your present workplace?

Yes, I personally witnessed it happen to someone else.	59%
Yes, it happened to me.	45%
Yes, I engaged in these behaviors myself.	13%
I heard about it, but did not witness it myself.	35%
It has <u>not</u> happened at my current workplace.	28%

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OK, how much?



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PER



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Why Respect in the Workplace

The Goal: Prevent BAHD and create a more respectful work environment.

The results of Respect in the Workplace is:

Articulated
Standards

Embracing a
Culture of
Respect

Confidence
with difficult
issues

Engaged
Teams

Employees
Well Being

Empowered
Bystanders

Pro-Active
Risk
Management

Improved
Recruitment
and Retention

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Linkage to Engagement Survey

Three priority areas for action arising out of the employee engagement survey:

1. Building leadership commitment and trust
2. **Increasing respect** and recognition
3. Creating an environment that results in one university family

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Drivers

Other Drivers for the Respect Program

- Lifeworks Employee and Family Assistance Program statistics indicate that work-related stress and work relationships/conflict issues were continuing to rise, trending at 16.3% for the university versus industry average of 10.6%
- Mental Health Commission of Canada sponsored the development of national standards for "Psychological Health and Safety"

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Alignment

Alignment to organizational strategy

- Supports the University of Calgary's "Eyes High" strategy
- Academic and Research Plans
- Best Employer status
- People strategy

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Respect Group

The Respect Group

- Established reputation through Respect in Sports and Respect in School programs
- Sheldon Kennedy well known and highly regarded advocate for respect issues
- Partnership with Canadian Red Cross and intuitive e-learning module were important
- Awarded the University contract for Respect program
- Made some minor adaptations to module for Post Sector Education relevancy
- Easy implementation and comprehensive support

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Senior Leadership Team Pilot

First phase pilot with our Senior Leaders

- Review of favourable feedback about the program and 80% participation rate
- 78% felt the program was valuable
- Almost 80% felt the program should be available to all employees
- 75% of respondents have witnessed discrimination, harassment or bullying at the University of Calgary
- 100 % of respondents think discrimination, harassment and bullying at work have a negative effect on the work environment
- 82% answered yes when asked if they thought all employees should have this training

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Respect in the Workplace: A Message from President Cannon

<http://respectgroupinc.com/samples/swf/uofc.swf>

- Respect in the Workplace on-line learning module was piloted by the Senior Leadership Team in late 2012
- Based on the positive feedback our Executive then approved the program roll-out for May 2013 as part of an overall effort to develop a culture of respect at the University of Calgary
- Our Executive also requested that HR develop an overall program in addition to the module, in order to ensure sustained learning

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Benefits

Benefits of a Respectful Workplace

- Improved team communication
- Enhanced organizational and employee health
- Reduced absenteeism
- Improved morale and productivity and engagement
- Strengthened employee retention
- Reduced number of grievances

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Staff Groups

- Approximately 6,200 FTE's
- Mixed staff groups of academics, administration and support staff
- Universities are well known for the natural tension between academics and administration
- Academics are focused on their areas of study while administrators develop process and structure and rules that help the university function properly
- Support staff report to either academics and administrators

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Learning Goals

- To connect respect to engagement, performance and mental health.
- To better understand our colleagues and what respect and disrespect means to them.
- To see how we can take personal responsibility for enhancing respect in our culture.

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The Challenges

- Need all employees to participate
- Need to develop an over-arching program in which the RiTW module is embedded
- How to affect cultural change with minimal resources
- How do we keep the Respect Program and conversation alive

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Program Model



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Program Details

Setting Expectations

- Respectful Environment philosophy statement – for students, faculty and staff
- Harassment and Discrimination Policy
- Psychological Health and Safety Policy
- Sexual Harassment Policy
- Violence in the Workplace Policy
- Statement on Principles of Conduct
- Role Expectations Documents
- Formal Incident and Investigations process

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Program Details

Creating Awareness and Learning

- Review existing data and survey results to determine and understand current issues in relation to Culture of Respect and Psychological safety.
- Create Communication Plan with University Relations and RiWP group.
- On Line Training - customize RiWP on-line training and roll out.
- Engage unions and other stakeholders in program development.
- Collaborate with internal services and promote what collateral is already available.

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Program Details

Creating Awareness and Learning - continued

- Include Culture of Respect/Respectful workplace items in the Wellness newsletters
- Workshops for Units/Faculties e.g. “Basic Principles for a Respectful Workplace”
- On-line toolkits: discussion guides and tips for individuals, leaders and teams
- Integrate the Culture of Respect into HR programs (e.g. orientation, onboarding, performance management, leadership development)
- Offer sessions with external speakers and trainers (e.g. bullying, dealing with conflict)

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Program Details

Support and Respond

- Training for HR Services, Labour Relations and Talent Management staff in relation to the respect program, discrimination, harassment, bullying and psychological safety.
- Enhance training for HR Partners in Investigation process.
- Determine areas of greatest risk.
- HR Services provide investigation and intervention services.
- Talent Management provides coaching and team development intervention services to intact work teams and leaders as needed. Some external support may be required.
- On line tool kits - “What to do if” documents on web to provide guidance and contact information.

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Approach

Program roll-out approach

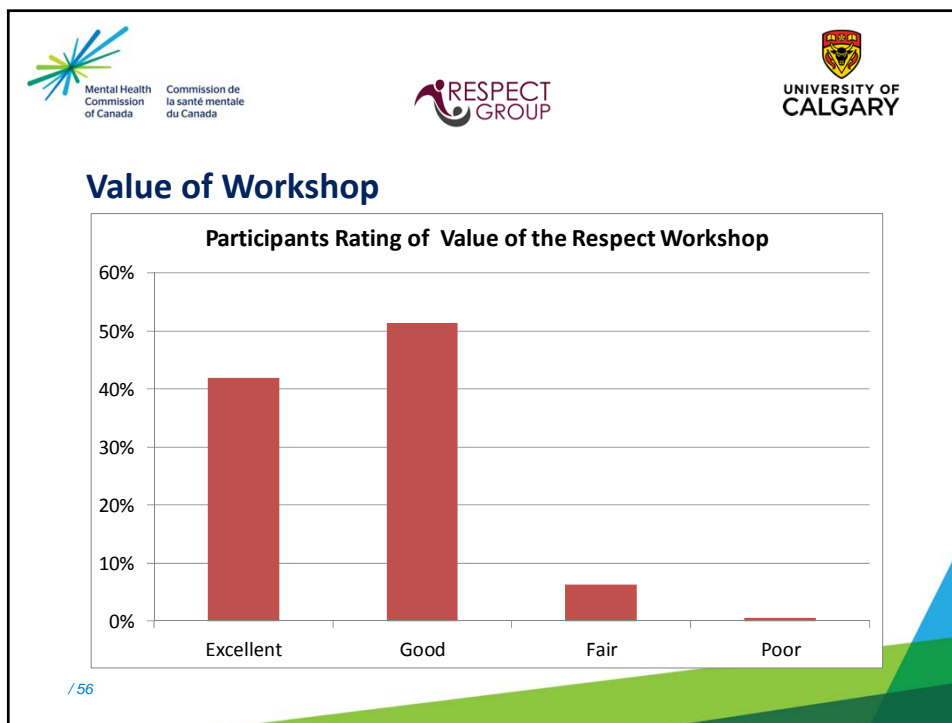
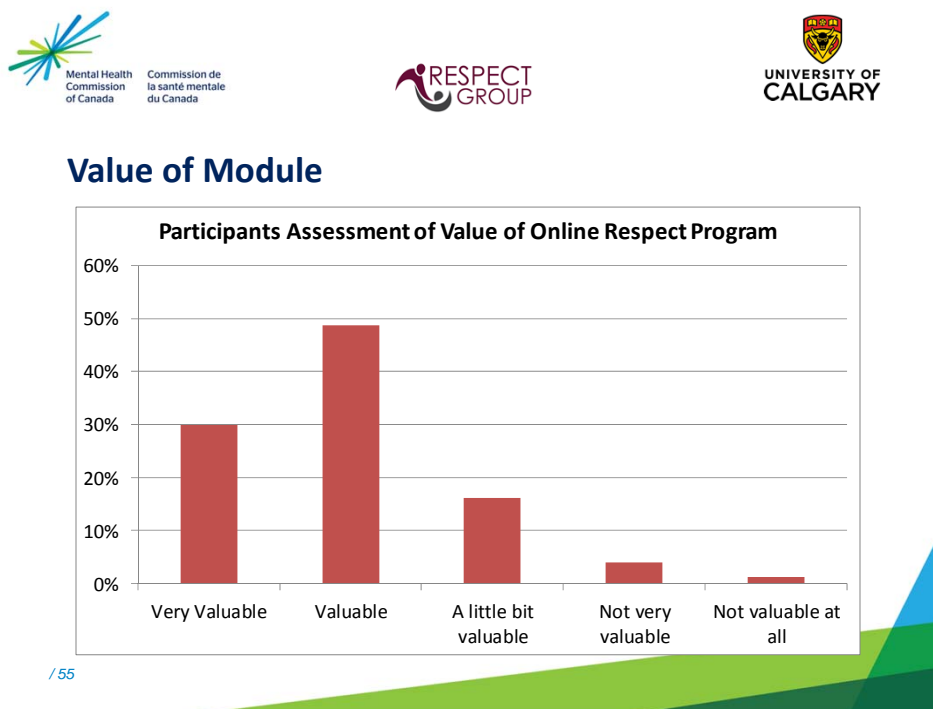
- Developed facilitated Respect workshops within faculties to start the conversation
- Respect module is the precursor to the facilitated sessions
- Focus on faculties where there is strong leadership
- Customized approach by Deans preferences
- Development of a Respect Charter

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Current status

- We are having the important conversations as a result of the Respect module and the workshops
- Positive and passionate response – respect conversations are implicitly raising the bar for both leaders, managers and staff
- Expectation for employees to report disrespectful behavior
- Expectations for leaders/managers to act – i.e. "walk the talk"

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Next Steps

- Focus on new initiatives to keep the program's momentum
- World Café format
- Guest Speakers
- Lunch and Learns
- Newsletter from HR Worklife and Well-being practice

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Questions?

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Join the Conversation

Communicate. Contribute. Collaborate.



COLLABORATIVE SPACES is an online repository and conversation place for mental health in Canada. Share mental health information with others and learn from others as they post. The more you contribute, the more robust a resource it will be!

<http://www.mentalhealthcommission.ca/English/spaces>

 [@mhcc_](https://twitter.com/mhcc) #workplaceMH #StandardCda

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Thank you

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