

Encouraged Golden Rules

The following tips can help staff be proactive in creating a congenial and team orientated work environment:

- **Treat all hospital staff equally, regardless of role, with dignity and respect.**
- **Let silence do the heavy lifting. Before acting, allow a pause - consider the impact of your words and actions on others.**
- **Assume good intent. Be careful about making assumptions about other people's behavior and intent based on your values, beliefs, and customs.**
- **Be forceful on the issue/behavior, but not on the person**
- **Address incivility - A permissive environment is corrosive - it reinforces and can amplify the behavior**
- **Lean towards curiosity and move a step to understanding and away from judgement.**
- **Acknowledge the contributions of other employees & give credit where due.**
- **Avoid gossip. Consider talking to the person directly and not behind their back to co-workers or even managers.**
- **Consider feedback as a growth opportunity. Avoid construing it is a personal attack.**
- **Avoid getting emotionally hijacked - understanding your triggers or "hot buttons" allows you to manage your reactions and maintain your professionalism**
- **Consider prompt & sincere repair behaviour - be open to feedback and apologize after saying or doing something offensive.**
- **Respect each other's time commitments.**
- **Maintain a sense of humor.**