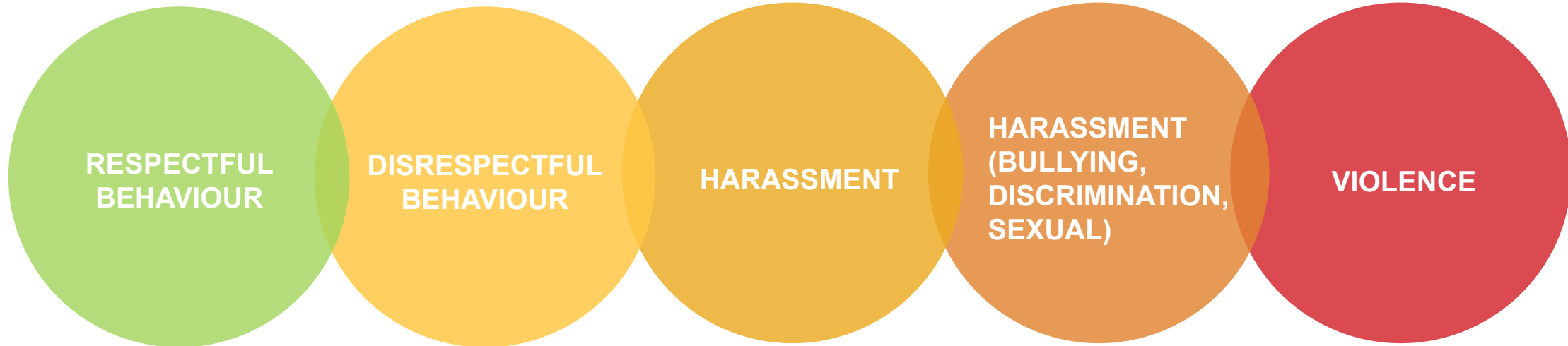


# BEHAVIOUR *Continuum*

## Worker-to-Worker



Unmanaged conflict, escalating behaviour and the impact on the health of workers



De-escalating through interventions – conflict resolution, training, team building, setting expectations, investigation etc.

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|---|---|--|--|---|
| <ul style="list-style-type: none"> <li>• Living out AHS “CARES” values</li> <li>• Demonstrating the AHS competencies</li> <li>• Resolving conflict respectfully</li> <li>• Treating others the way they want to be treated</li> <li>• Clarifying intentions and asking questions</li> <li>• Encouraging and appreciating others</li> <li>• Giving constructive feedback and work direction</li> <li>• Supportive and respectful performance management</li> </ul> | <ul style="list-style-type: none"> <li>• Gossip (casual, unproductive conversation)</li> <li>• Telling offensive jokes</li> <li>• Dishonesty</li> <li>• Negative body language</li> <li>• Withholding information (not sharing your views, diverting)</li> <li>• Camouflaging (not being clear, using abstract language, sarcasm)</li> <li>• Withdrawing (refusing to participate in a discussion, not replying to emails)</li> </ul> | <ul style="list-style-type: none"> <li>• “Ganging up” on someone in an intimidating way</li> <li>• Yelling, shouting or swearing at someone</li> <li>• Criticizing or embarrassing someone in front of others</li> <li>• Threats, intimidation, insults, name calling</li> <li>• Malicious gossip</li> <li>• Repeating a behaviour after being asked to stop</li> <li>• Deliberately setting someone up to fail (withholding information, unreasonable demands)</li> </ul> | <ul style="list-style-type: none"> <li>• Sexual innuendos</li> <li>• Sexual advances</li> <li>• Showing or sending pornography, sexual jokes, or content (including forwarding e-mail, text, or other methods)</li> <li>• Making jokes about someone’s identity, (including sex, race, sexual orientation, age, etc.)</li> <li>• Purposely misgendering someone</li> <li>• Repeated targeting of an individual</li> <li>• Treating an individual or group differently based on their identity</li> </ul> | <ul style="list-style-type: none"> <li>• Physical assault (hitting or trying to hit, pushing or shoving, etc.)</li> <li>• Sexual assault</li> <li>• Verbal threats of physical harm</li> <li>• Gestures that threaten physical harm</li> <li>• Throwing objects</li> <li>• Wielding a weapon</li> </ul> |
|---|---|--|--|---|

For more information, search and visit [“Respectful Workplaces and the Prevention of Harassment”](#), [“Respectful Workplaces”](#) and [“How to Address a Workplace Concern”](#) on [Insite](#).