

 Region of Waterloo	HUMAN RESOURCES POLICIES	Section #	Policy #
		I	14
		Approval Date:	Revision Date: Aug 2010
Title:	INTERPERSONAL CONDUCT		
Applies To:	All Staff		

POLICY STATEMENT:

All Regional employees are required to conduct themselves in a professional manner and to treat those they interact with in the course of their duties with courtesy and respect.

OPERATING DETAILS:

It is each employee’s responsibility to act in a manner that promotes teamwork, positive working relationships, and courteous, professional client service.

It is recognized that the most effective solutions are reached when employees are able to resolve their own differences. Employees are expected to make a sincere effort to resolve any interpersonal differences among themselves in a calm and constructive manner.

The management of each department is responsible for promoting a positive working environment, for investigating **and dealing with incidents and complaints of interpersonal conduct, and making decisions on what steps, if any, should be taken.**

Interpersonal conduct or **actions** among employees which affects morale or productivity is to be addressed by the appropriate levels of management in each department.

Where a work group as a whole is experiencing difficulties, management may seek assistance from Human Resources in accessing services to facilitate a solution.

Conduct which contravenes this policy may result in discipline, up to and including dismissal.

Performance management or disciplinary action may be necessary if:

- an employee’s actions are negatively affecting working relationships or productivity;
- verbal abuse or inappropriate displays of anger occur;
- disrespectful or unprofessional treatment of a **co-worker**, client, or member of the public occurs; or

- any other inappropriate interpersonal conduct or negative treatment of others occurs.

SEE ALSO:

- Code of Ethics and Conflict of Interest (I-8) – Docs #41840
- Disciplinary Action (I-28) – Docs #41684
- External Complaints (I-19) – Docs #41669
- Performance Management (II-2) – Docs #41716
- Workplace Harassment Prevention Policy (I-13) – Docs #2111418
- Workplace Harassment Prevention Program – Docs #796756
- Workplace Violence Prevention Policy (IV-15) – Docs #41664
- Workplace Violence Prevention Program - Docs #48841

FOR FURTHER INFORMATION PLEASE CONTACT:

- Manager, Employee Services
Human Resources
- Director, Employee Relations,
Human Resources