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WELCOME

Welcome to our regular and new subscribers.

Have you noticed how crucial fairness is to the quality of relationships between people?

In our workshops the concept of fairness is one to which participants respond very positively.

Fairness consists of three elements:

1. Fair rules – where the written and unwritten rules of the workplace make sense and are consistent with people's values and beliefs
2. Fair play – where the rules are applied to everyone – any exceptions are clear and are easily understood by everyone
3. Fair outcomes – where the outcomes flow logically from fair rules and fair play

Relationships between people at work are weakened when people behave unfairly – when they seek to advantage themselves at the expense of others.

Success in translating the concept of fairness into effective policy and day-to-day behaviour is elusive so I thought you may be interested in this link to four [case studies](#), where employees and managers have found the motivation to increase respectful behaviour and to remove barriers to directly addressing harmful behaviour.

Your feedback on this edition of ProActive Voice and what you would like to see in future editions are welcome.

Simply [email ProActive ReSolutions](#) to let us know your feedback.

You are also welcome to forward ProActive Voice to your friends and colleagues.

Kind Regards,

John McDonald
Managing Director
ProActive ReSolutions

LATEST NEWS

Leading a respectful workplace

A respectful workplace produces less stress, which at high levels has adverse effects on the health of employees and, in particular, can trigger a latent mental illness. This is significant when you consider reports in the last year on the high number of disability claims related to mental illness, notably depression, in the public service.

To achieve such outcomes, each workplace must become a place in which people are treated fairly, are clear about their roles and responsibilities, and where they can feel safe and secure. But it is also necessary to hold to account those individuals who cannot or will not deal well with others, for whatever reason.

Visit [Canadian Government Executive](#) for the full story written by Robert B. Cormier. *Cormier is a psychologist and former executive in the federal public service. He was a 2010 recipient of the Public Service Award of Excellence for Outstanding Career.*

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Confronting workers

In our private lives we negotiate all the time to secure home loans or to get a toddler into an outfit for child care or with family members, spouses, service providers – the list really does go on and on.

Why then do managers allow so much of their time to be taken up by employee disputes – disputes which we would reasonable expect employees to figure out themselves?

Visit [news.com.au](#) for the full interview of ProActive's Joe Moore

Preventing poor behaviour

Dealing well with unhelpful behaviour – take two minutes – watch and listen to ProActive ReSolutions' Joe Moore talk about when to speak up.

See it here: [ProActive ReSolutions](#)

Repairing harm

Restorative justice expert, ProActive ReSolutions Managing Director, John McDonald, talks about workplace conferencing, which inspired the multi award-winning Australian movie Face-to-Face:

Award-winning Australian film sheds light on workplace conflict resolution

For the full story, visit [HC Online](#)

Protecting people

"It's not just what people do – it's what they attempt to do.." – take three minutes to watch and listen to ProActive ReSolutions' Dr. Stephen Hart and Dr. Kelly Watt talk about violence risk assessment.

See it here: [ProActive ReSolutions](#)

EVENTS

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Violence Risk Training Workshops – Northern Networking Events Ltd.

Date: March 27 – 30, 2012

Location: Edinburgh, Scotland

[Learn more about this event](#)

Advanced Violence Threat Assessment and Risk Management Course

Date: April 2 – 5, 2012

Location: Vancouver, British Columbia

[Learn more about this event](#)

Basic Violence Threat Assessment and Risk Management Course

Date: June 4 – 8, 2012

Location: Ottawa, Ontario

[Check ProActive's website for updates \(details coming soon\)](#)

ProActive Conferencing Facilitator Training

Date: April 17 – 19, 2012

Location: Red Deer, Alberta

[Check ProActive's website for updates \(details coming soon\)](#)

Third International Conference on Violence in the Health Sector

Date: October 26, 2012

Location: Vancouver, British Columbia

[Learn more about this event](#)

Threat assessment

Reducing risk to public figures? Not all who approach prominent people are well-intentioned – and here is a checklist/guideline for asking questions of those who approach public figures – plus a further checklist covering appearance and behaviour.

[Intelligence](#) keeps you up to date with recent advances in threat assessment from around the globe.

Our Latest Research summary, [Mobile Crisis Services: An Important Collaboration Between Police and Mental Health Services](#), can be found in this issue, along with timely research on reducing risk to public figures.

Respectful workplace – challenging the status quo

A plain-English fact sheet to help you and your colleagues reap the benefits of direct conversations about difficult behaviours in the workplace.

[View the fact sheet](#)

Recognize respect – vital signs

A plain-English fact sheet that lists and explains the 12 vital signs of workplace respect, and explains how to praise respectful behaviour.

[View the fact sheet](#)



Canada:
Ph +1 604 482 1750
142 – 1020 Mainland St.
Vancouver BC V6B 2T4

10 Westpark Place SW
Calgary, AB T3H 0C3
Direct Line: +1 403 685 3085

Australia:
Ph + 61 2 9221 0446
Suite 406
147 King Street
Sydney NSW 2000

USA:
Ph +1 877 585 9933
4152 Meridian St
Suite 105, PMB 305
Bellingham, WA
98226-6475 USA
www.proactive-resolutions.com
[twitter@buildingrespect](https://twitter.com/buildingrespect)

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