

ProActive ReSolutions builds respectful workplaces through prevention programs and incident management.

[www.proactive-resolutions.com](http://www.proactive-resolutions.com)



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Prevention is the only attitude you should be carrying with you to work. Encourage respect through both words and actions and you'll be ahead of the game when it comes to attracting top employees.

## Top of Mind: Prevention is key!

We've all heard the saying: a happy employee is a productive employee. While the principle seems ever so simple, many people still face conflict in the workplace, which negatively impacts their performance. Unfortunately, if the issues aren't resolved, it's the great employees who tend to flee, leaving their problem co-workers behind.

An attitude of prevention is the only way to retain A-performers in today's competitive marketplace. So what can you do? Create a culture of mutual respect and open communication. This issue of Active Voice offers tips on how to become a company everyone wants to work for.

Our new website includes an interactive "Take the Test" section, which helps evaluate your current environment --the first step in creating a respectful workplace. A tailored recommendation gives you ideas on how to boost productivity, improve work culture, and ensure a safe environment for all of your employees. Visit [www.proactive-resolutions.com](http://www.proactive-resolutions.com) to see our new look, and "Take the Test!"

> Judy Brooks, Managing Director

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**This Issue** gives you practical ideas on how any company can foster a respectful environment, and keep it.

**The Best Managed Companies** know how to create an open-office environment, brimming with mutual respect. Your opportunity to do the same is just around the corner.

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# Create a Culture of Respect

It seems like such a simple concept. But now that you need to go out and do it, where do you begin? With a few ideas on how to get started, anyone can create or maintain a respectful culture; a necessity in today's business climate.

In today's competitive marketplace, employee retention is a focus for every business. Employers know an admired culture can keep key staff on board. However, the integration of different generations; a shift from time-based to productivity-based work environments; and the introduction of virtual offices, means implementing policies for a respectful workplace is more challenging than ever. Clear standards and boundaries need to be set to ensure all employees understand the cultural expectations.

Here are some ways your organization can begin (or continue) the transformation:

## Employee Training Programs:

This is a great way to introduce new concepts on respect in the workplace. By training your staff you're taking a proactive role in creating a safe and healthy work environment for your most important asset: your people.

## New Employee Orientation Programs:

Set the tone for new employees by emphasizing that mutual respect is an expectation, not an option. Orientation programs are a great way to introduce core policies before bad habits form and let employees know you care about their well-being. Stress the importance of respectful interactions on the first day and not only will it be appreciated, it will be remembered.

## Team Charters:

Within your team set a list of standards to work by. Write down the actions everyone will take to ensure team members feel respected at all times. Once you have set policies in place, it's far easier to discern where any issues that come up lie. Team policies can range anywhere from: "Don't interrupt when others are speaking;" to "bring in coffee for the team once a month."

## Establish Appropriate Lines of Communication:

Employee empowerment ranks high on job-satisfaction surveys these days. A great way to empower your staff is to let them know whom they can talk to if an issue arises or they're feeling disrespected. Part of an integrated approach to promoting respect is knowing what to do when the steps you're taking aren't working; it's important to let employees know too.

So where does ProActive fit in? With a full range of training designed to promote respect in the workplace, the question is really where don't we fit? The Respectful Workplace Fundamentals™ program teaches individual employees how to engage each other respectfully through their daily interactions.

Our Dialogue for Solutions training is pivotal in promoting respect among teams. Using a collaborative approach to tackle complicated issues and projects, teams learn to foster respect and maximize productivity.

Every day we are bombarded with tips on how to prevent disease in our bodies and pollution on our planet; why should the theme in the workplace be any different? Prevention is key in reducing workplace conflict and retaining top talent. Let's take a lesson from Aretha here; find out what respect means to your employees and then act on it. All they're askin' is for a little bit.



## In the Media:



HR Voice

Talking it up: A manager's role in transforming group conflict, By Richard Hart  
March 2008

ProActive's Richard Hart presents an article on conflict resolution in the workplace that begins by presenting a scenario we can all relate to. Team work is essential in today's world of business and minor conflict is inevitable. All too often, people lose their voice when issues escalate, perpetuating the situation. It's a manager's responsibility to take charge and create an environment that encourages open, honest communication. With a list of managers' major pitfalls in this area, Richard explains how small changes can open the door to positive communication.

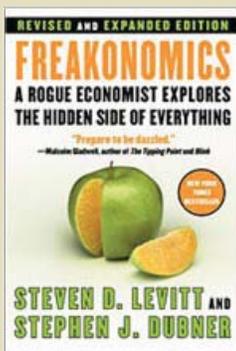


alternative Law Journal

Restorative Justice Process in Case Law  
March 2008

An article by ProActive's John McDonald that highlights the incorporation of restorative justice processes in case law in Australia. In an unprecedented move, Chief Judge Brian Preston chose to take into account the results of a ProActive TJA Conference into his sentencing decision; it was a complicated case involving criminal offences of a mining company against an Aboriginal group. Both parties ended up overwhelmingly satisfied by the deeper form of justice realized with the TJA Conference process.

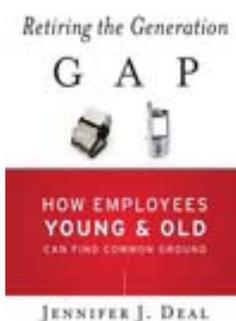
## Between the Lines:



### Freakonomics: A Rogue Economist Explores the Hidden Side of Everything

We've all heard the buzz phrases: "think outside the box," and "paradigm shift." As cliché as they sound, the message is true –in order to thrive, a company needs to evolve through innovative practices and ideas. Keep in mind the decisions we make throughout this evolution have future ramifications. Steven Levitt tackles some interesting phenomena in this provocative book that is at times controversial.

Foster your ability to dive deeper into the challenges we face in the workplace. Discover both plausible causes and innovative solutions to the problems your organization faces and you'll be on your way to building a company that's both admired and desired.



### Retiring the Generation Gap: How Employees Young and Old Can Find Common Ground

The range of ideals, attitudes, and expectations differ vastly between the three (sometimes four) generations present in today's workforce. Managing the diversity of these expectations can be difficult. In order to create and maintain respectful workplaces, managers need to understand how to facilitate the relationships between employees with generational differences. Jennifer Deal explores the issues of multi-generational workforces in a book that offers a clear view on what many businesses are now dealing with. Solid knowledge laced with humor makes this a must-read for managers and employees alike.

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