



## Guidelines for Creating a Positive Workplace Culture

The way we conduct ourselves and the quality of our interactions is fundamental to our success as an institution of higher learning. Having a reputation as a place that is welcoming for everyone means we all play a role in shaping our success.

### Guiding principles:

1. **Inclusive Excellence** – Surpass the ordinary in all that we do, how we treat each other, and the goals that we aim to achieve through our work together.
2. **Trustworthiness** – In order to gain the trust of our colleagues, our worth and integrity must be proven through our actions of fulfilling promises, being dependable, being accountable, and having consistency in our words and actions.
3. **Collegiality** – Our social interactions are the foundation of a respectful and productive environment. Being polite, friendly, and holding each other in high esteem makes working across difference possible. This is established one interaction at a time and can be eroded through inconsiderate treatment of others. Valuing individuals and their contributions, and working to earn the respect of others underlies the integrity of our work.
4. **Integrity** – Having integrity and acting with a clear moral conscience ensures that we can be socially and ethically responsible and stand by our successes.
5. **Conflict Resolution** – A culture that makes room for missteps and repair allows for growth and learning. When conflicts arise we must approach with curiosity and empathy, seek to clarify, and be able to give and receive productive feedback.

Leadership practices that address problems matter greatly. Here are some suggested practices that help prevent harmful social interactions from occurring:

- Create clear expectations that set a positive tone for professional conduct and social interaction
- Provide ongoing openings for people to discuss concerning interactions
- Provide skills-based education and training
- Take issues seriously, address problems promptly, and commit to follow-up (*accountability*)
- Let people know that there are options for seeking support and addressing problems (*transparency*)
- Report behaviors through the appropriate channels to ensure that problematic or harmful behavior is stopped