

What approach should you take?

Your aim is to support people to discuss and de-escalate situations wherever possible. Use this flowchart to work through your options.

1. Proactively creating a positive team culture

You have a **PERSONAL** responsibility to Each **TEAM** is encouraged to discuss We view giving and receiving well-intended role model our values, to live up to the values-led behaviours they want FEEDBACK as constructive. If you experience our behaviour standards, and to to see from each other and use the or witness inappropriate behaviour, your reflect and consider changing if you resources in "Creating a positive first option is to use **BUILD** to give feedback are given feedback about culture" to discuss their impact. and discuss changes to improve the inappropriate behaviour. situation. You may still want to give them feedback This behaviour feels inappropriate 2. Reflect on the behaviour Review again Use the 'Reflect' guide to Are you clear about the specific If you are still not It is possible that while you think about what's behaviour you're experiencing? The quite sure what's don't like what's happening, happening. Talk with an examples on pages 8/9 in the happening, keep a it is appropriate. Use impartial person that you 'Reflect' guide can help you do this behaviour diary (p3) 'reflect cycle' on p10 trust or refer to the contact You decide it is... list. YES < Check severity. Is it: One-off Bullying or **Appropriate** ☐ Harmful ☐ Repeated inappropriate harassment behaviour Physical behaviour 3. Direct feedback You give feedback Give them Has their Use BUILD planning Give OR behaviour guide (p10). Practice **BUILD** time to Continue your discussions to mutually agree future ways of working together reflect changed? with a trusted person. feedback. Ask someone else OR YES Did the discussion 4. Supported resolution resolve the NO situation? Continue to observe behaviour and seek Meet with someone from the We can arrange a facilitated contact list. Discuss your notes / meeting with all parties to constructive OR views. discuss perspectives and options. resolution 5. Formal process Submit written complaint with Allegations will be managed in accordance with the Ethical 'instance of inappropriate behaviour' form Behaviour Policy.