Fostering Healthy, Effective, and Positive Workplace Cultures

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Frontline Leadership Program

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Overview

- Identify elements of healthy, effective, and positive workplaces
- Discuss strategies and tips for fostering them
- Practice addressing problematic behaviors



What is workplace culture?

Workplace culture refers to the shared values, attitudes, behaviors, priorities, and standards that make up a work environment.

Culture lets us know how we should behave and helps us make decisions.

Key Concepts

Healthy cultures promote trust, respect, and collaboration.

Effective cultures align with mission and goals.

Positive cultures create belonging and care.

Discussion: Essential Elements

1. Think about a time when you were part of a team or workplace that *really worked well.* What made it feel healthy, positive, and effective?
2. Choose 2–3 elements your group believes are *essential* and be ready to share.



Characteristics of a Healthy, Effective, and Positive Workplace

- **Trust**
- **Respect**
- **Open Communication**
- **Genuine Care and Support**
- **Constructive Conflict Resolution**
- **Accountability & High Standards**
- **Focus on Collective Success**
- **Commitment**
- **Consistency**

Tips for Establishing Positive and Healthy Workplaces

- It starts with you. People will model your behavior.
- Set clear and reasonable expectations collaboratively.
- Communicate openly and often.
- Be intentional about building trust and demonstrating care.
- Normalize feedback.
- Recognize and reward desired behaviors.
- Address negative behaviors, even incivility, promptly

Case Study:
Silent Team

What is causing the silence and what can you do about it?

Please be prepared to discuss as a group.

Case Study: Deciding to Step In

Which behaviors do you tolerate and which do you address?

Please be prepared to discuss as a group.



Does the behavior need to be addressed?

- It is illegal or against company policy.
- It is not in alignment with the company's mission or values.
- It impacts the team's ability to do their best work.
- It influences how people work together.
- It harms a member of the team or a client.

What else would you consider?

Reasons for Negative Behavior

- The person is unaware that the behavior is problematic.
- The behavior was acceptable in their prior workplace or modeled by leaders.
- The person doesn’t know a better way to respond.
- There is an unmet need.
- Stress or health problems.

What are other reasons for negative or unhealthy behaviors?

Tips for Addressing Negative Behaviors

1. **Set the tone:** Address the situation privately with the intention of addressing the behavior and supporting the person. Be calm and stay objective.
2. **Describe the behavior:** Be objective, specific , and factual. Focus on the behavior, not the person.
3. **Explain the impact: D**escribe why the behavior is problematic and/or the impact the behavior has on the team/customer.
4. **Invite dialogue:** Ask for their perspective. Be curious about the cause of the behavior. Provide space for the person to explain or give you insights.
5. **Clarify expectations:** Describe the desired alternative, when you will check in and what improvement will look like.
6. **Offer support:** Reinforce trust and accountability.
7. **Follow up:** Recognize improvement.

Disclaimer: This is general advice. Please follow your company's policies and procedures.

Practice: *Addressing Behavior*

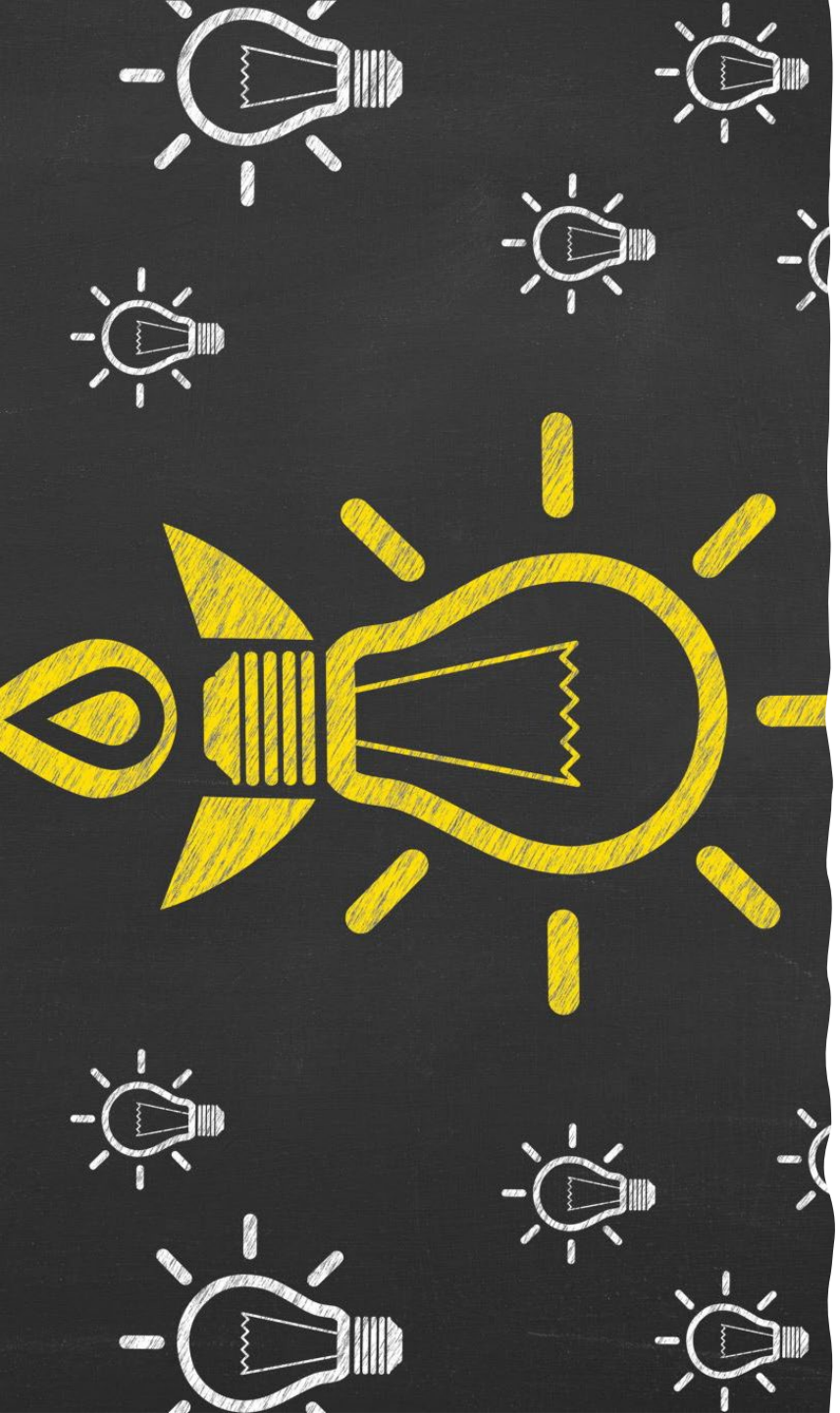
Practice addressing the behavior using the tips we just reviewed.


The goal is a positive and healthy workplace.
What we permit, we promote. What we reward is repeated.

Check In

1. Are you more aware of behaviors that negatively impact workplace culture?
2. Are you more confident about addressing negative behaviors at work?
3. Do you have any other questions or something you wish we would have covered?





Share one thing you are taking away from this workshop.

Example:

- A skill or strategy you learned
- Something you want to work on or learn more about
- An idea you will implement or try

Small Group Practice

1. Identify a recent workplace challenge
2. Discuss how you could address it using today's tools
3. Share takeaways with the group

Case Study: *The Star Who's Checked Out*

Please be prepared to discuss as a group.

Case Study: *Not My Job; Not My Problem*

Please be prepared to discuss as a group.

Case Study: Disruptive Meetings

- What might be driving Pat’s behavior?
- How should you address it privately?
- How can you balance empathy with accountability?
- What steps could you take after the conversation to restore group dynamics?