

Tackling the bullying managerial climate

More and more organisations are failing in their 'duty of care' towards their staff, and are turning a blind eye to the behaviour of managers towards their staff. We work with managers to improve their behaviour by adopting approaches that encourages team working, engagement, commitment and trust. This has the effect of capturing the energy of staff to become resilient against adverse events, and apply their energy to making work a positive experience with a positive impact on service and product delivery.

The behaviours we focus on are:

Attentiveness

The ability to demonstrate genuine attentiveness through listening, responsiveness and reaction.

Politeness

The ability to be polite in any interaction

Courtesy

The ability to place the other person (people) at the forefront of an interaction

Sharing

The ability to share with others one's own thoughts and ideas

Encourage contribution

The ability to provide motivation and encouragement to others to make a contribution to an issue in interactions

Intellectual flexibility

The ability to think on ones feet and respond with credible choices, alternatives and ideas

Empathetic

The ability to demonstrate an understanding of the other person's issues, ideas, thoughts and experiences

Reliability

Doing what one says

Honesty

The ability to be genuine and open in an interaction

Clarity

The ability to be clearly express oneself in an interaction

Fair

The ability to be fair to anyone in an interaction, taking account of all the circumstances, and to explain clearly the position that is taken and the reasons

Humility

The ability to acknowledge mistakes, misunderstandings, errors and faults; and to apologise where necessary.

Conflict resolution

The ability to confront a conflict at the time of conflict and to try and resolve any dispute at the time of the dispute.

Addressing needs

The ability to respond positively to individual needs, even in circumstances when the needs cannot be met, given all the circumstances.

Personal communication

Communicating in person wherever possible.

Emotional intelligence

The ability to be self aware, self regulate, motivate, show empathy and be socially adept.

Body language

The ability to use body movements and expressions to show attentiveness.

Negotiation

The ability to negotiate a successful outcome in an interaction.

Contact 0845 833 1597

Email info@orghealth.co.uk