

# KFH SFO Laboratory

## Staff Expectations of Each Other Regarding Day to Day Communications October 2, 2017

The foundation for good communication between staff is mutual respect. This respect is shown in both the verbal and non-verbal interactions that take place each day in the normal course of doing work assignments. Effective workplace communications involve common sense principles such as:

1. An efficient and effective workplace requires the continuous exchange of work related information between staff throughout the day.
2. Problems/errors are best avoided and/or are more quickly resolved when information flows freely and without fear among staff.
3. When communication is consistent and professional, many other issues that may produce conflict (misunderstanding, assumptions, and misperceptions) will occur less often if at all.
4. Minor issues can be prevented from becoming major issues when individuals resolving issues between each other on a timely basis.
5. Good communications can eliminate barriers and makes for a more pleasant place to work.

Keeping this in mind, the following expectations for communications between staff have been set:

- **Do unto others as you would have others do unto you.**
- **Use a pleasant, neutral, conversational tone** of voice always (no shouting, profanity, or name calling).
- **Listen** to what a person is saying without interrupting and be open to what they are saying and their point of view.
- **Apologize for interrupting** and explain why if you feel you must interrupt (i.e. you are doing something else, have critical information to share, or someone has been going on for a long time).
- **Hold conversations**, especially those concerning sensitive issues, **in private** or away from others.
- **Address issues** with any member(s) of the department **directly** and **as soon as possible**. DO NOT involve others in the matter unless it cannot be resolved between the directly involved parties. If it cannot be resolved, then follow the posted guidelines on the steps for resolving conflicts.
- **Use of silence** to isolate/ostracize, intimidate, or otherwise punish/affect another employee or group is **unacceptable**. When asked something by a peer, you are expected to answer courteously.
- **Avoid taking sides** when there is conflict not involving you.

- **Use appropriate body language** when in conversation or while at work. **Inappropriate body language** would include but not limited to:
  - **Being too close** (in another's space)
  - **Arm or hand gestures that others may find offensive or threatening.**
  - **Rolling of eyes, glaring, staring intently or repeatedly.**
  - **Touching in any way.**
  - **Throwing anything or slamming things down.**
- **Positive affirmation** of people doing a good job is encouraged.
- **Don't Gossip**-Don't talk about your colleague, repeat gossip, spread rumors or discuss unsubstantiated information. This makes you look unprofessional and you could unwittingly promote information that is untrue.
- **Let Them Work**-Keep personal chitchat to a minimum and don't monopolize your colleague's time when you both should be working.
- **Live Up to Your End of the Job**-Always do your job to the best of your abilities. Don't look for the easy way out or ask a co-worker to do a part of your job. Be a problem solver and remember to seek improvement in all you do.
- It is nice, but not essential that all co-workers like each other. It is **crucial** however, that people treat each other with respect.

**Personal problems or crisis do not justify breaking any of these guidelines.** Leave behind your sour face, negative disposition, gloom and doom thinking, constant complaining, sullenness, avoidance, pouting, hysterics, & stubborn resistance to change.

Kaiser Permanente, your management, and your union can help you find support and ways to address such conflicts. You have the choice of taking advantage of this broad range of support systems or not. It is not your choice to use such problems as an excuse for treating fellow employees in a threatening, hostile, or otherwise, inappropriate manner (such as violating one or more of these guidelines).

## Ground Rules for KFH SFO Laboratory After Reading the Staff Expectations

- Treat each other with respect – LMP
- Fully comply with all policies regarding treatment of others
- If you have a problem/concern with another the acceptable approach to addressing such matters is:
  - Talk to the person directly
  - If unsuccessful in resolving the issue, invite the other person to go to a supervisor to seek resolution
  - If person refuses to go, go to supervisor and request to have a three-way meeting
  - Supervisor contacts other individual to schedule a meeting between the parties
  - If person declines, supervisor listens to other employee and begins an investigation
- If an assignment is given for between meetings, complete it.
- Work on ways to improve processes, systems, and controls that will eliminate problems or perceptions
- Expect and convey forgiveness
- Share with others when you feel something has improved