



A collaborative approach leads to resolutions that are more complete and long-lasting.



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Talk it out.
Respectful Workplace Office

Respectful Workplace Office

The Respectful Workplace Office works to build respectful workplaces across the Yukon government. We use a collaborative approach to support employees who are dealing with conflict and disrespectful behaviour in the workplace. The principles of Appropriate Dispute Resolution (ADR) that guide our work are:

Confidentiality – respect for your privacy;

Participation – allows all people involved to take responsibility for finding mutually acceptable resolutions;

Timeliness – begins early, before things escalate; and

Constructiveness – builds relationships and establishes trust.

Why use a collaborative approach to resolve your workplace conflict?

A collaborative approach to resolving workplace conflict allows all parties to discuss what is important to them, their needs, expectations and priorities, in a safe, confidential environment. A qualified staff person from the Respectful Workplace Office can facilitate dialogue between the parties without taking sides. We will work towards a flexible and inclusive process and make sure resolutions respect relevant policies and the collective agreements.

A collaborative process is always preferred, but the Respectful Workplace Office may decide it's appropriate to conduct an investigation into serious disrespectful conduct.



How can we help you?

Someone from our office will take the time to:

- hear and discuss your concerns in a safe and respectful environment;
- help you to identify and evaluate options for resolution; and
- help you open avenues of communication with all parties associated with the conflict.

Support is:

- available to all Yukon government employees who are experiencing workplace conflict and/or disrespectful behaviour or who wish to prevent or manage work related conflicts;
- offered in a confidential manner by professionally trained and qualified staff who are impartial;
- designed to meet various needs; and
- available to individuals, two parties, several parties and larger groups.

Conflict Management Services

Increasing skills and awareness in the workplace

The Respectful Workplace Office can raise awareness about conflict management and what it means to have a respectful workplace. Contact us to request:

- A presentation on respectful workplaces and ways to address conflict and disrespectful behaviour in the workplace; and
- Training courses and workshops to promote awareness and increase conflict management skills.

For employees managing conflict or disrespectful behaviour

Our office provides advice to any YG employee involved in a workplace conflict. Support can include:

Appropriate Dispute Resolution consultation – allows for an initial informal and confidential exploration of your situation and a private discussion of your options.

Conflict coaching – a structured process consisting of a series of private and confidential sessions which allow you to proactively develop your own skills to manage an actual or potential conflict.

Facilitation – a neutral third party facilitates a dialogue between two employees, or within your work team. Facilitation is similar to mediation but less structured, allowing for conversations to occur without producing formal agreements.

Mediation – a process in which a neutral third party helps parties negotiate a mutually acceptable solution to their issues. The mediator can help frame issues, explore interests and reach shared understanding.

Group processes – any collaborative process involving multiple parties, including group and tailored interventions, which help reveal underlying conflict issues through workplace assessment followed by appropriate dispute resolution processes.

