

# Cura

## Everyone is Responsible for a Respectful Workplace

Our shared commitment to our mission sets a high bar for institutional behavior in all that we do, reflected in the strategic planning initiative “Fostering a Culture of Excellence, Effectiveness, and Efficiency Deeply Rooted in Our Institutional Mission and Catholic, Jesuit Values”. In order to promote and sustain a workplace where all employees are treated with respect and dignity, regardless of their status or position, each employee is expected to abide by the Cura standards.

### How Can I Promote a Respectful Environment?

- Model behavior you like to see in others
- Be a respectful listener
- Respond with kindness, compassion and forgiveness
- Tone of voice matters, along with body language, demeanor and facial expression
- Use technology wisely (e-mail, social media) - no voice tone to help convey meaning
- Consider the impact of your words and actions on others
- Create an inclusive environment by recognizing and respecting individual differences
- Understand your triggers and take responsibility for your own reactions and responses
- Without giving up your own convictions, accept that disagreement will exist
- Adopt a positive, solution-driven approach
- Have difficult conversations in person or, at a minimum, by telephone, not electronically
- Rely on facts rather than assumptions and gossip
- Support a culture that is cooperative and collaborative
- Recognize and praise much more frequently than you criticize
- Remember to say please and thank you
- The world always looks better from behind a smile!

### Behavior that is Harmful & Inconsistent with Cura Standards:

- Inappropriate comments, sarcasm, cynicism directed as a personal attack
- Spread unsubstantiated rumors or gossip
- Speak in a condescending, belittling or intimidating way
- Make or tell jokes intended or reasonably perceived to be crude or offensive
- Tease, ridicule or make someone the brunt of jokes
- Publicly humiliate or degrade an employee/coworker in front of other people
- Shout or yell at another person
- Swear at another person
- Dismissive or negative gestures when someone else is speaking
- Talk over, cut-off, butt-in or discount another person's thoughts and feelings
- Refuse to speak to another person for work purposes
- Actual or threatened inappropriate physical contact, violence, retribution, or other harm



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