

# Setting the Tone for Respectful Communications

## Door Signs for Municipal Offices

One way to prevent a communication from becoming escalated is to set out in advance the rules or boundaries which will apply to the discussions.

This involves ensuring that open and transparent governance takes place within a safe and respectful workplace.

The main point is to ensure that visitors to an rural municipality office know what to expect from staff, and what the Reeve and Councillors expect in terms of respectful treatment of the RM staff by visitors.

Studies suggest that signs are more effective when they describe the desired behaviour rather than simply forbidding an action. If you give respect, you will get respect is a good message to focus on.

Below are two examples of signs you could use...

### Example 1

#### **Welcome to your municipal office**

We are proud to serve our community.

Our Shared Commitment Includes:

#### Respect & Courtesy

- Listen and communicate calmly.
- Use respectful language.

#### Safety & Comfort

- Follow staff directions.
- Remain in public service areas unless invited elsewhere.

Reeve and Councillors of RM....

### Example 2

#### **Welcome**

It is our privilege to serve our community.

We are committed to providing a professional and courteous environment for everyone.

We appreciate your partnership in ensuring a welcoming space for all by:

- Helping us maintain a calm and positive atmosphere for everyone,
- Using considerate and courteous language,
- Treating staff and other visitors with respect.

Reeve and Councillors of RM....

## Optional Wording

This optional wording can be placed with the above examples.

If a situation arises that affects the safety or well-being of anyone, staff may take appropriate steps to maintain a respectful environment.

Reeve and Councillors of RM...