

# 7

## MUST HABITS

Required by All Employees to Create  
Psychologically Safe & Inclusive Teams



*The secret of my success is that I deeply respect  
and learn from my peers and customers.*

**Brendon Burchard**

# INTRODUCTION

## **How you show up matters. It impacts your and others' experiences.**

Research suggests that the average worker spends a third of their life at work[i].

Positive peer-to-peer interactions[ii] are among the most beneficial factors for supporting employees to have a positive experience.

This program encourages ALL EMPLOYEES to be accountable for living their organizations' values, fulfill the requirements of their employee contracts, and help all employees and leaders they interact with have a positive employee experience. Employees' experiences define workplace cultures. Leaders are a protective factor and play a significant role in employees' experiences, such as peer-to-peer interactions.

Every interaction matters when creating a psychologically safe and inclusive team. Psychologically safe teams create a culture where all members accept that there will be disagreements, conflicts, and upsets. Members know they have a responsibility to deal with conflict respectfully.

## **Committing to adopting the seven must habits for creating a psychologically safe and inclusive culture**

You likely have the foundational knowledge and skills to execute the following seven must habits. Some do not always demonstrate the habits to their peers because of a choice. People who do not value or respect someone they interact with may not treat them the same as someone they value. It is not a competency issue but a choice.

Foundational skills like emotional literacy and regulation can help you better manage unpleasant emotions.

## Time to begin the journey to master the seven employee habits

The goal of this resource is to guide you to be mindful of how your behaviour can impact yourself and others. Every employee has a role and responsibility for creating a psychologically safe workplace. By giving you this resource, your employer is setting a minimal set of expectations for the habits they want you to master, one interaction at a time



**PURPOSE**



**SELF-CARE**



**ACCOUNTABLE**



**CARING**



**TOLERANT**



**CONNECTIONS**



**TEAM PLAYER**

# FOUR KEY INTRAPERSONAL HABITS

Many people were never taught the intrapersonal skills that are in their control. These skills are like muscles. They require attention and practice to become habits. Life has many choices.

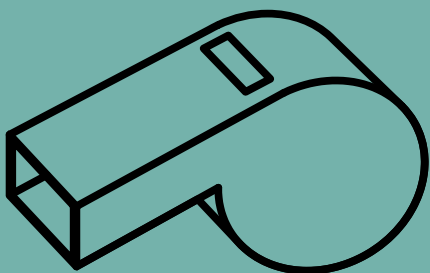
## PURPOSE

This habit promotes the benefits of defining and monitoring the purpose of work. Discover your why. What you tell yourself about your work impacts how you think, feel, and show up.



### Purpose coaching tips:

- Get good at what you do and take pride in doing a good job. Work is much more enjoyable when you take pride in what you are doing.
- If career advancement is important, accept that how you show up each day and the quality of your work matter.
- Pay attention to your self-talk and be grateful for what you have.



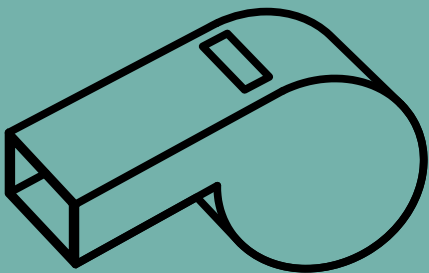
## TOLERANT

This habit promotes demonstrating humility and empathy and resisting the urge to criticize or judge others' mistakes. No one is perfect. Do not assume it is about you when someone does something you find frustrating. Resist the urge to take things personally and set clear boundaries on what is acceptable.



### Tolerance coaching tips

- When someone does something inappropriate, check to see if they are OK and aware of what they have done.
- Accept that mistakes will happen. Instead of making judgmental statements, ask for a solution. If someone responds rudely, escalate to a leader.
- Be patient and accept that not everyone learns the same as you or knows what you know.



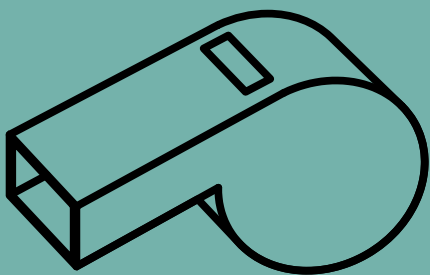
## ACCOUNTABLE

This habit promotes accountability to own your behaviour in the workplace. It requires demonstrating integrity by following through on all organizational policies and procedures, even when not being watched. It also means being accountable for mistakes, apologizing when appropriate, and fixing them. Self-discipline comes from setting standards, holding yourself accountable, and not blaming others for your shortcomings.



### Accountability coaching tips:

- Set the foundation for self-accountability by being on time for meetings and work and maintaining a standard that you, your teammates, customers, and your manager appreciate.
- Be an upstander. reinforce adherence to a safe and respectful workplace. report issues to a manager/HR, or call the whistleblower line and make an anonymous complaint.
- Own your mistakes quickly. Resist the urge to provide excuses or be defensive when you know you are wrong. Focus on the learning and how you can improve from your mistakes.



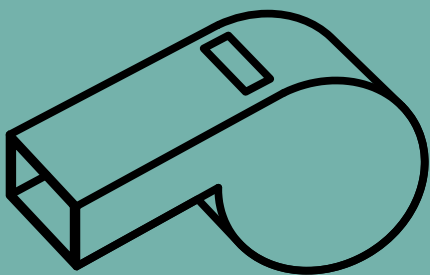
## SELF-CARE

Thriving in life and work requires caring for your physical and mental health. You cannot keep a car on the road without ensuring it has air in the tires, proper fluids in the motor, and gas to run it. Taking care of your mental and physical health is a critical habit for creating a positive experience for yourself and others.



### Self-care coaching tips:

- Discover and understand all your benefits programs and support resources. The wrong time to prepare for a crisis is when you are in it.
- Develop a mental fitness plan that supports physical health, positive emotions, and thoughts and encourages developing a healthy relationship with yourself.
- Complete your annual physical check-ups.





# THREE KEY INTERPERSONAL HABITS

Interpersonal habits refer to how you can positively or negatively impact others' experiences. Feeling connected and getting along well in the workplace also positively impacts you.

## CONNECTIONS

This habit promotes the value of developing meaningful and psychologically safe connections. Building and maintaining workplace relationships helps you feel welcomed, valued, and respected.



### Connections coaching tips:

- Expand your social network at work by meeting new people and helping connect new people by introducing them to people you know.
- When meeting new people at work, be curious about what they like and their strengths by asking questions and listening carefully.
- Many employees' most significant energy drains are social isolation and feeling isolated in the workplace. Notice how others are connecting. Helping others feel connected helps them, and you feel good.



## TEAM PLAYER

This habit requires being open to others' ideas. Be flexible and agile to support the team's success and bring a positive attitude to the workplace. Team players are competitive and want to win, but not at the expense of their teammates. They do not

talk negatively or gossip about teammates behind their backs. Team players live the organization's values by role modelling and holding teammates accountable. Team players are OK with conflict and understand that teammates will disagree and may have different points of view. Out of respect, they sit and work out differences calmly and professionally. Team players respect others' workloads and do not leave things to their teammates (e.g., leave things in a mess for the next shift to clean up).



### Team player coaching tips:

- Honour commitments to follow through and do what you say.
- Give credit where credit is due; celebrate and acknowledge peers' accomplishments.
- Deal with conflict when it arises. If unsure how to deal with conflict, take training. It is a valuable life skill to have at work and home.

## CARING

This habit promotes the value of being open, approachable, and demonstrating a genuine interest in others'. Caring is about putting more humanity into the workplace. Treat everyone with the same respect. Small gestures can help customers and peers feel welcomed and comfortable in your presence and demonstrate you value them.

It is not just for those you like. This mindset can be applied to everyone in your group and teams. Ask, "How are you doing? I am here if you need me, and I am not going anywhere". Caring is also being honest with a person, and when they are not doing what is expected, letting them know so they can take accountability and improve.



### Caring coaching tips:

- Check in with people and notice what is good before correcting. Caring about others means holding them accountable and helping them focus on what is working.
- Check in on people when your gut picks up that something is wrong. Let them know you are there if they need anything.
- Pay attention to your body language, which represents much of your communication. Care about the energy you send off and focus on projecting positive energy.

## Developing new habits is a process, not an event.

- It can take 18 to 254 days to develop any of the above into a new habit.
- Check out the [Coaching Tips for Developing New Habits link](#).



## REFERENCES

- [i] Fotinatos-Ventouratos R., Cooper C. (2015). The economic crisis and occupational stress. Cheltenham, UK: Edward Elgar.
- [ii] Nappo N. Job stress and interpersonal relationships cross country evidence from the EU15: a correlation analysis. BMC Public Health. 2020 Jul 20;20(1):1143.