

Managing Toxic Workplace Behaviour Checklist

This checklist has been designed as a guideline of best practice actions to take for managing and addressing toxic behaviour in the workplace. Please be advised that while this document outlines the key components of understanding toxic behaviours, and how to address incidents of toxic behaviours, it is important to keep in mind that every situation is unique and will require a different approach. This includes working with the employee to understand where toxic behaviours stem from. Incidents of toxic behaviour like bullying and harassment may have legislative guidelines for policies and reporting that are specific to each jurisdiction.

Consider	Reason	HRdownloads documentation and training	Check if complete or reviewed
Establishing Guidelines for Acceptable Behaviours	<p>By promoting positive workplace culture, free of toxic behaviours, companies can provide a safe work environment for their employees.</p> <p>Preserve core values, and require that employees conduct themselves with high moral, professional, and ethical standards.</p> <p>Reducing toxic behaviour in the workplace begins with setting expectations for what behaviours are acceptable and unacceptable.</p>	<p>Global Code of Conduct</p> <p>Code of Conduct and Ethics (Board of Directors)</p> <p>Code of Conduct (Manufacturing)</p> <p>Mutual Respect Policy</p>	<input type="checkbox"/>
Addressing Toxic Behaviour	When toxic behaviour goes unaddressed, it can create a hostile and unhealthy workplace for everyone.	Unacceptable Behaviour Form	<input type="checkbox"/>

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	<p>Toxic behaviour is a major disrupter and can affect employee productivity.</p> <p>Addressing toxic behaviour when it occurs can reiterate what is considered unacceptable and allow employees to identify when behaviours they are exhibiting are considered problematic.</p>	<p>Disruptive Workplace Conduct Memo</p> <p>Written Warning Letter (Unacceptable Behaviour)</p>	
<p>Documentation and Policies to Address Bullying and Harassment</p>	<p>Have a clearly defined policy that addresses bullying and harassment according the legislative guidelines specifically for your jurisdiction.</p> <p>Any employee who believes they have been subject to bullying or harassment should report incidents when they occur.</p> <p>Conduct interviews from all parties, including any witnesses.</p> <p>Document all complaints of bullying and harassment incidents, a description of allegations, findings of a complaint, results of an investigation, and follow up with actions taken.</p>	<p>Anti-Bullying Policy – Ontario</p> <p>Workplace Violence, Harassment, and Sexual Harassment Policy – Ontario</p> <p>Harassment Complaint Form</p> <p>Harassment Complaint Findings Report</p> <p>Harassment Investigative Interview Questions</p> <p>Harassment Follow Up Form</p>	<input type="checkbox"/>

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Complaint Processes	<p>A formal complaint process should provide employees proper channels (with alternates) and include the steps to file an individual complaint against an employee or manager.</p> <p>A complaint follow-up form will inform the individual making the complaint that the incident has been resolved and appropriate action has been taken.</p>	<p>Complaint Policy</p> <p>Complaint Investigation Form</p> <p>Discrimination Complaint Form</p> <p>Complaint Investigation Follow-Up Letter</p>	<input type="checkbox"/>
Additional Support	<p>To reduce toxic behaviour and stress caused by a reaction to triggers of the work environment, employees should be encouraged and supported to communicate openly to address any concerns or issues they are dealing with.</p> <p>Communication issues and some toxic behaviours can be addressed through coaching, rather than disciplinary action.</p> <p>Work with employees to address barriers, set goals, provide expectations, and give recommended actions for improvement.</p>	<p>Employee Confidential Communication Form</p> <p>Open Door Policy</p> <p>Guide to Conducting a Successful Coaching Interview</p> <p>Employee Improvement Coaching Form</p>	<input type="checkbox"/>

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	<p>Workplace culture, social support, leadership support, civility and respect, workload management, interpersonal and professional development, and sense of balance between personal life and work, are all factors that can affect the psychological health and safety of employees.</p>	<p>Psychological Health and Safety Incident Investigation Form</p> <p>Assessing Organizational Culture Tool</p>	
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