

RESPECT WORKS

Glosaary of terms



BELONGING

The experience of feeling accepted, valued, and connected within a workplace or team. Belonging reflects whether employees feel that they matter and have a meaningful place in the organization.

BULLYING

A pattern of repeated harmful behavior directed toward an individual, often involving intimidation, humiliation, exclusion, or interference with work. Workplace bullying typically involves a power imbalance and causes psychological or professional harm over time.

CIVILITY

Behavior that demonstrates respect, courtesy, and consideration toward others. In the workplace, civility includes listening, communicating respectfully, and addressing conflict constructively.

COACHING

A structured process aimed at improving performance, developing skills, and supporting professional growth through feedback, guidance, and goalsetting.

DISCRIMINATION

Treating an individual or group unfairly based on a protected characteristic or social identity, resulting in unequal access to opportunities, resources, or workplace benefits.

DUTY OF CARE

An employer's responsibility to take reasonable steps to protect the health, safety, and well-being of employees, including protection from physical and psychological harm.

EQUITY

The practice of ensuring fair access to opportunities, resources, and advancement by recognizing and addressing barriers that affect different groups in different ways.



FAIRNESS

The perception that workplace decisions, processes, and interactions are handled in a just, consistent, and transparent manner.

HARASSMENT

Unwelcome conduct that creates an intimidating, hostile, or offensive work environment or interferes with an individual's ability to perform their job.

INCIVILITY

Low-level disrespectful behavior that violates workplace norms of mutual respect. Incivility may include dismissive comments, rude behavior, exclusion, or discourteous communication.

INCLUSION

The active practice of creating an environment where all employees feel respected, supported, and able to contribute fully as themselves.

MENTAL HEALTH

A person's psychological and emotional well-being, including their ability to manage stress, maintain relationships, and function effectively at work.

MENTORING

A professional relationship in which a more experienced employee supports the growth and development of another through guidance, advice, and shared experience.

MICROAGGRESSIONS

Everyday comments, actions, or behaviors—often subtle or unintentional—that communicate bias, stereotypes, or disrespect toward a person or group.

MOBBING

A form of workplace mistreatment in which a group repeatedly targets an individual through hostility, exclusion, or undermining behavior.

PHYSICAL HARASSMENT

Unwanted physical behavior or physical intimidation that interferes with another person's safety, movement, or sense of security in the workplace.

POWER HARASSMENT

Harassment carried out through the misuse of authority, position, or influence, often by someone in a supervisory or leadership role.

PROFESSIONALISM

The conduct, behavior, and standards expected in a workplace, including reliability, accountability, competence, integrity, and respectful communication.

PSYCHOLOGICAL CONTRACT

The unwritten expectations between employees and employers regarding mutual responsibilities, treatment, and workplace conditions.

PSYCHOLOGICAL SAFETY

A shared workplace belief that individuals can speak up, ask questions, admit mistakes, or raise concerns without fear of embarrassment, punishment, or retaliation.

PSYCHOSOCIAL HAZARDS

Aspects of work design, organization, or workplace relationships that may cause stress, psychological injury, or harm to mental well-being.

PSYCHOSOCIAL RISKS

The potential for psychosocial hazards to negatively affect employee health, safety, or work performance.

RESPECTFUL WORKPLACE

A work environment where people are treated with dignity, consideration, and fairness, and where harmful behavior is addressed promptly and appropriately.

RETALIATION

Negative action taken against someone for reporting, participating in, or speaking up about harmful workplace behavior or policy violations.

SKIP-LEVEL MEETINGS

Meetings between employees and leaders outside their direct reporting line, intended to improve communication, strengthen relationships, and gather feedback.

UNLAWFUL HARASSMENT

Harassment based on legally protected characteristics that violates employment law and contributes to a hostile or discriminatory work environment.

WELCOMING WORKPLACE

A workplace environment where employees feel accepted, supported, and encouraged to participate fully, regardless of background or identity.