

Civility and Personal Conduct Policy

Updated June 2024

At Playful People Productions, we are committed to creating a positive, inclusive, and respectful culture where everyone feels valued and empowered. We all, employees, volunteers, participants, and parents/guardians, are responsible for behaving respectfully and civilly. This means treating others with dignity and making a good-faith effort to consider others' feelings.

Our Civility and Personal Conduct Policy is designed to uphold these principles and ensure a harmonious and productive working and learning environment.

Core Values

Respect and Kindness

We treat each other with respect and kindness at all times. We value every individual's perspective and contribution and promote a culture of courtesy and understanding. We all have the right to a working and learning environment that is free of bullying and uncivil behaviors.

Inclusivity and Diversity

We celebrate diversity and are committed to creating an inclusive environment where everyone feels welcome. We embrace different backgrounds, abilities, experiences, and viewpoints, recognizing that they strengthen our team.

Positive Communication

We believe in the power of positive communication. This means listening actively, speaking thoughtfully, and engaging constructively. We encourage open dialogue and ensure that all voices are heard and respected.

Professionalism and Integrity

Our actions reflect our commitment to professionalism and integrity. We act with honesty, ethical behavior, and accountability in all our interactions, building trust within our team, participants, volunteers, and community.

Support and Collaboration

We support each other and work collaboratively to achieve our goals. Teamwork and mutual respect are crucial to our success, and we strive to create an encouraging and empowering work environment.

Personal Responsibility and Growth

Each team member is encouraged to take personal responsibility for their actions and to seek continuous improvement. We provide learning and growth opportunities, fostering personal and professional development.

Health and Well-being

We prioritize the health and well-being of our employees, participants, volunteers, and community. We are dedicated to fostering a balanced work-life dynamic that supports everyone's mental and physical health needs.

Understanding Civility and Incivility

Civility

Civility is the foundation of our positive, inclusive, family theatre culture. It involves treating others with respect, kindness, and consideration. Civil behavior includes:

- **Listening Actively:** Paying attention to others when they speak and valuing their input.
- **Speaking Politely:** Using courteous language and maintaining a calm and respectful tone.
- **Supporting Each Other:** Offering help and encouragement to teammates, fellow participants, and/or volunteers.
- **Acknowledging Contributions:** Recognizing and appreciating the efforts and achievements of others.
- **Resolving Conflicts Constructively:** Addressing disagreements with a focus on finding solutions and maintaining positive relationships.

Incivility

Incivility undermines our goal of a positive and inclusive environment. It includes behaviors that are disrespectful, unkind, or disruptive. Examples of incivility include:

- **Interrupting or Ignoring Others:** Not allowing others to speak or disregarding their opinions.
- **Using Harsh or Inconsiderate Language:** Speaking in a rude, offensive, or demeaning way.
- **Excluding Others:** Deliberately leaving team, cast, or volunteer members out of discussions or activities.
- **Failing to Acknowledge Efforts:** Ignoring or minimizing the contributions of others.
- **Handling Disagreements Aggressively:** Engaging in confrontational or hostile behavior during conflicts.

Creating Conditions for Positive Interaction

Communication Principles

PPP Board members, staff, and participants are encouraged to use the following communication guidelines and the "Oops!/Ouch!" Framework where helpful:

- **Intentions:** Reflect back your understanding of the intentions behind someone's proposal and check, "Do I understand correctly what your intentions are here?" Stay in dialogue until it is clear.
- **Vulnerability:** Acknowledge any emotional vulnerability the person might be feeling. Give space for them to be heard and express themselves.
- **Anything Else:** Ask, "Is there anything else I need to know before I raise my concerns?"
- **Focus on the Needs:** Share your concerns related to what's important for the organization.

Caretaking Principles

- **Emotional Support:** Anyone who observes rising emotions in themselves or others can call for a breakout. We can take five minutes to breathe or break into small groups to support the person(s) affected before returning to the discussion.

“Oops!/Ouch!” Framework

- **Oops!:** If you say something inappropriate or hurtful, acknowledge it with an “oops!”, apologize without making excuses, and restate what you meant (or stop talking).
- **Ouch!:** If you find a statement hurtful, respond with an “ouch!”. If comfortable, explain why the words were hurtful or inappropriate.

Reporting and Addressing Incidents

We encourage individuals who feel they have experienced disrespect or incivility to discuss their concerns confidentially and informally with an appropriate staff member. Please refer to [our flow chart](#) for guidance on who to contact. While we appreciate hearing about incidents within one week, there is no time limit for bringing concerns to our attention.

To file a formal written complaint, please email the Operations Director, Executive Director, or both. We ensure that anyone reporting in good faith will be protected against retaliation. In cases where necessary, we may take actions such as terminating employment or dismissing someone from a program or committee.

This policy does not supersede or replace the guidelines and procedures outlined in the following policies: [the Anti-Harassment & Discrimination Policy](#), [the Whistleblower Policy](#), and [the Open-Door Policy](#).

By embracing civility and rejecting incivility, we create a workplace where everyone can thrive and feel proud to be part of Playful People Productions. Together, let’s build a respectful, inclusive, and positive culture every day.