

A guide to deal with the inappropriate behaviors in the workplace



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Inappropriate behaviors:

Inappropriate behavior means **conduct that is unwarranted and is reasonably interpreted to be demeaning or offensive**. Persistent, repeated inappropriate behavior can become a form of harassment and thereby become disruptive, and subject to treatment as “disruptive behavior.”

Type of inappropriate behaviors:

Offensive language: This can take the form of sexual, discriminatory, negative or otherwise unacceptable language.

Offensive humor: Be the jokes off color or overtly sexual, avoid jokes that wouldn't be appropriate at a family dinner or similar gathering.

Inappropriate behavior: This includes sexual harassment, of course, but also jockeying for position, taking credit for someone else's work or even outright sabotaging someone else's efforts. Inappropriate behavior can alienate other employees and be a detriment to your entire workplace.

Poor work ethic: You're at work to do work, right? But someone with a poor work ethic means simply doesn't want to have to put in much — or any — effort in exchange for a paycheck.

Gossiping or encouraging a clique-ish environment: This kind of environment excludes coworkers, or makes them feel like they have to take sides.

Tardiness or poor attendance: An employee who is very often late, leaves early or straight up misses work isn't really contributing to the health or success of your business.

Poor or negative attitude with coworkers: A bad attitude can include being condescending to, flirting with, berating or humiliating someone's coworkers. An employee behaving poorly in this way might constantly critique her coworkers' performance, set unreasonable expectations for her administrative staff or even persist in unencouraged flirtatious behavior with someone she works with or is in charge of.

Bad attitude: An employee with a bad attitude is usually the one you have to look for, the one you have to find because they're trying to avoid doing work. When you find them and set them to a task, they complain like a cranky toddler who missed nap time.

Example of inappropriate behavior:

- Calling an employee stupid or idiotic, swearing and screaming, throwing staplers across the room, or other displays of exaggerated and unnecessary behaviors are inappropriate ways for a boss to deal with work quality and employee performance issues.
- an employee consistently coming late, carelessly performing tasks, laziness, rudeness to other employees or management, spreading or creating rumors, or anything that you consider threatening to a positive workplace culture or environment.

The impacts of inappropriate behaviour:

Allowing inappropriate behaviour repeatedly to go unchecked will result in colleagues feeling uncomfortable and potentially at risk, which leaves companies open to losing valuable members of staff. Staff absence as a result of workplace bullying or sick leave for mental-health reasons will also strongly impact businesses.

The behaviour of people in the workplace directly and indirectly affects:

- the physical and mental health of workers (reactions of individuals will vary), including supervisors and managers
- the safety of individuals and groups, and ultimately the safety culture of the operation
- work productivity and costs
- reputation of the organization.

Techniques to deal with inappropriate behaviors at work:

1. Change the environment
2. Defuse the emotion first
3. Explore the root cause of behaviour
4. Focus on the future outcome wanted
5. Develop an agreed solution
6. Highlight agreement and next steps
7. Inform others where appropriate
8. Judge the success and learning
9. Preserve the documents and evidence in written.

Steps of dealing complaints against the inappropriate behaviors at work:

1. Listen, acknowledge the complainant's feelings, and ask how they would like the complaint to be resolved.
2. Give the person raising the issue options for resolving the complaint or consult with HR if needed advice regarding options.
3. Offer support from the respective line manager.
4. Document and file note the conversation and preserve all written complainants, potential resolution and the next steps to be taken.
5. Take action on the complaint in a timely manner. Follow up with HR if necessary and speak to the complainant about the actions are being taken.

Note: The complaints and mitigation procedures shall be maintained confidentiality at all times. It is important for the complainant to understand that, if a formal complaint process needs to be undertaken, in most cases, the complainant needs to be identified for reasons of procedural fairness towards the respondent.


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