

# Metro North Health CULTURE & ENGAGEMENT



## Building bridges of respect

**Time:** Approximately 30-45 minutes.

**Materials needed:** Whiteboard or flipchart and markers, stick notes (optional)

**Participants:** Any team or workgroup.

**Values in Action:** Respect.

**Outcomes:** Stronger team culture, trust collaboration, empathy, psychological safety, and active listening.

### Purpose

This is a short activity to strengthen respectful communication, shared understanding, and supportive team culture. This activity helps teams reflect on respectful interactions, develop shared commitments, and practise behaviours that align with the Metro North ViA values. It strengthens psychological safety, empathy, and trust by focusing on what helps, and what hinders, respectful teamwork.

### How to run the activity

#### Step 1: Introduce the concept of respect in action (5 minutes)

Facilitator frames the discussion:

- Respect is expressed through observable behaviours
- Everyone contributes to a respectful environment
- Respect looks different in different situations

**Prompt:** “What does respect look like, feel like, and sound like in our team?”

Record responses on a whiteboard or digital canvas.

#### Step 2: Explore helpful and unhelpful behaviours (10–15 minutes)

Using the ViA behavioural language, invite participants to brainstorm:

##### Helpful behaviours (examples):

- Listening fully and without interrupting
- Being open to others’ perspectives
- Communicating with kindness and clarity

- Responding constructively
- Sharing information transparently
- Offering help proactively

### Unhelpful behaviours (examples):

- Dismissing ideas or cutting people off
- Rolling eyes or negative tone
- Withholding key information
- Speaking over others
- Ignoring concerns or feedback
- Blame or defensiveness

Facilitator captures these behaviours on two columns.

## Step 3: Small group discussion (10–15 minutes)

As a team, identify **3–5 Respect commitments** that you will uphold in daily work.

Examples:

- “We will listen actively and allow everyone to finish their point.”
- “We will give feedback respectfully and early.”
- “We will share information openly.”
- “We will speak with kindness, especially under pressure.”

Write these on a flipchart or add to your Team Values Charter (optional).

## Step 4: Commit to action (5 minutes)

As a team, identify **3–5 Respect commitments** that you will uphold in daily work.

Examples:

- *“We will listen actively and allow everyone to finish their point.”*
- *“We will give feedback respectfully and early.”*
- *“We will share information openly.”*
- *“We will speak with kindness, especially under pressure.”*

Write these on a flipchart or add to your Team Values Charter (optional).

Write the group’s chosen action on a flipchart or whiteboard as a team commitment.

- **Optional:** Ask each participant to write one personal action on a sticky note and post it on the board — a visible reminder of shared commitment.

## Step 5: Close with reflection (5 minutes)

Prompts:

- *“What is one respectful behaviour you will commit to this week?”*
- *“How will we support each other to uphold these behaviours?”*

Encourage ongoing feedback loops.

## Key takeaways (5–10 minutes)

Wrap up with a summary of key messages:

- Respect and compassion are powerful tools for team success.
- Small, consistent actions build trust, inclusion, and high performance.
- Everyone has a role in shaping a workplace where people feel safe, heard, and valued.