

Purpose: To provide guidelines to all volunteers regarding expectations for respectful communication.

Respectful Communication can exist within the wild and colourful setting of the theatre and during the intense creative experience of mounting a play. The overriding principle that governs our involvement here is “To create high quality productions within a safe and enjoyable context of community”

Principles that govern respectful communication:

1. *We are all responsible for our verbal and non-verbal communication*

Verbal

- Our words: Avoid invective, sarcasm, unauthentic statements

Non-Verbal

- Vocalizations
- Tone
- Gesture
- Silence
- Icons, emoticons, punctuation

2. *We are all responsible for any communication given orally or in writing, which includes texts, emails, posts on social media sites.*

3. *In order to ensure a respectful climate, everyone must respect the rights of others.*

We all have 5 rights

- The right to the use of our time
- The right to the use of our property
- The right to the use of our bodies
- The right to be treated with respect
- The right to express ourselves

No one, in exercising their rights, can violate the rights of another. For example: If you need to express your frustration or anger, you cannot do it by violating another's right to be treated with respect.

4. *Good communication occurs within positive climates. The director establishes the climate of a play. To maintain a positive communication climate:*

- Maintain open respectful communication to shape climates
- Accept and confirm others
- Respect diversity in relationships and work habits
- Don't permit inappropriate behaviour to go unaddressed

5. **Manage conflict with grace and respect**

- Go to the source first. Don't triangulate. Support others to deal directly with the source of conflict. Don't act as another's agent.
- Don't use print media, email, letters or social media to manage conflict. Meet face to face.
- Listen without judgment
- Don't negotiate with someone who is altered by drugs or alcohol. Walk away. Make a date when both are clear-headed.
- Use the 4 A's of Tongue Fu
 - Acknowledge
 - Appreciate
 - Apologize
 - Act
- Use the conflict toolbox

Tool	Example
Humour	Laugh at yourself
Remember your ABC's	A: Stay in your Adult mode B: Breathe C: Remember the Context you are in
Provisionalism	"I might be wrong but ..."
I'm wrong	Readily admit your errors
I'm sorry	Apologize in a heartfelt manner
Negotiate	A workable compromise is a win for all
Bracketing	Put aside tangential issues "We're talking about you now, we can discuss me later"
Limit Setting	"I'm not going to let you yell at me. I'm available when you've calmed down"
Mediation	Use a neutral 3 rd party
Listening	Describe observable behaviour that bothers you and then state how you interpret that behaviour and how you feel about it.
Crap Detector	Honour your instincts. If unsafe, leave; if something doesn't feel right, exercise your right to stop and think about it.

- Review the Harassment Policy of the theatre posted on the theatre website.
 - If harassment occurs, tell harasser/bully to stop.
 - If you cannot or the harassment does not stop tell
 - ⇒ the producer or director of the show you are working on or if not connected to a particular production, the general manager of the theatre
 - ⇒ Formally report the harassment/bullying to the HR committee and file a report

Above all, remember that we are a volunteer organization where people come to have fun, be creative and to learn new skills of stagecraft while we mount high quality productions.

Mantra of a High Functioning Organization: **Hard on Task, Soft on People!**