

20 Ways to Build Positive Workplace Culture

1. Check in with others on your team, including those on leave.
2. Ask questions vs. making assumptions (“If you’re furious, get curious”); give people the benefit of the doubt whenever you can vs. jumping to negative conclusions.
3. Offer positive feedback more frequently.
4. Ask for feedback from your supervisor and peers.
5. Make it your mission to get better at taking feedback. (It takes practice). Thank someone when they give you feedback and use the strategies we discussed to manage your reaction.
6. Gently shut down gossip (e.g., change the subject or say “We don’t know if that’s true”) and encourage members to 1) verify their story and 2) have direct conversations with one another.
7. Nudge teammates when you see aggressive behaviours and/or ribbing that goes too far.
8. Treat mistakes as learning opportunities and avoid shaming the member who messed up.
9. Realize how steep the learning curve is for new recruits and offer them support.
10. Invite questions and signal that it’s okay to ask for help. (This will keep you physically safer).
11. Help to unload other members’ cars at the end of shift.
12. Send cookies to your sister lines.
13. Acknowledge people as you walk by them in the district (smile, nod or say hi). Introduce yourself to other people when you see them in the lunch room. Ask how they’re doing.
14. Create space for quieter folks to speak up in parade or at coffee, draw them out.
15. Actively listen to your teammates to signal that their opinions and concerns matter (e.g., ask questions, maintain eye contact, stay off your phone in parade, etc.).
16. Avoid engaging in negativity and, if there are issues, refocus the team’s energy on finding solutions and/or focusing on what is within their control.
17. Offer support to teammates who may be facing difficulties; acknowledge challenging calls or life circumstances and ask how they’re doing.
18. Remember that modern day policing requires a huge range of tools and skillsets – there isn’t ‘one way’ to police; if you’re bothered by someone else’s approach, have a conversation with them (a non-threatening conversation where your mission is to *understand their perspective* vs. trying to persuade them to adopt *yours*).
19. Find ways to celebrate or acknowledge holidays that are important to your team mates (especially when you have to work those holidays).
20. Remember the names of your team mates’ family members and ask about their life outside of work.