



We have developed this model as a way to talk about different behaviours.

‘Respectful’ behaviour is in the centre in green. This is because we should all have respectful behaviour as our focus, our target and as something central to the way we work. This is the biggest circle because for most of us, our conversations and interactions with the public and with colleagues are positive and respectful.

‘Disrespectful’ behaviour is the next circle in orange. This is because sometimes respect can slip. This can be accidental – because we are tired, in a rush, or stressed. Sometimes it can be more deliberate – to make a point, or to put someone down. Whether it is deliberate or accidental, it is still disrespectful and not OK.

We must be alert to when we see more behaviour in the orange circle. Think:

- Why is this happening?
- Is it because of a difficult situation or a bad day?
- Is this a one off or something regular?
- What have I brought to the situation? Is it making things worse?

If we do not get back to the green, disrespectful behaviour becomes more ‘normal’ – and this means it is more likely that people might go in the other direction; into even worse behaviour.

‘Abusive’ behaviour is the last circle in red. This is the narrowest circle, because abusive behaviours thankfully do not happen all the time. However we know they do happen and it is important to talk about them and call them out. These can be accidental but are more likely to be deliberate. Abusive behaviours are never acceptable, even if they are accidental.