

SITUATIONS OF CONFLICT, INCIVILITY, VIOLENCE, OR HARASSMENT

Self-Assessment of My Ability to Intervene



What to do before intervening: Some questions to ask yourself

Am I the right person? Do I have biases? Do I have the emotional distance needed? Am I equipped enough? Is this the right time to hold the meeting? Is it at an appropriate location? These are a range of questions we need to ask ourselves before deciding to intervene in problematic situations, as well as situations of violence or harassment at work.

From our observations and comments received by several union representatives, we developed a self-assessment grid to allow you to assess, as fairly as possible, your level of preparedness to intervene. The questions being proposed are grouped in two tables at the end of this sheet. They cover topics that are known to influence our ability to act neutrally and objectively. Here is an overview of such topics:

- Do I need to deal with specific issues involving individuals based on certain criteria?
- Do I have a particular affinity for certain individuals based on certain criteria?
- Do I need to deal with specific issues related to certain situations?
- Will these issues influence my approach?
- Do I have the skills required to intervene in all situations?

For you to get the most out of this self-assessment grid, we recommend that you answer these questions as honestly as possible. The tool is not aimed at assessing your shortcomings, weaknesses, or biases. The primary goal of this grid is to help you, to equip you, and mainly to give you the opportunity to become aware of your strengths and limits. Therefore, its goal is to allow the union to choose the best person to intervene with a member directly involved in a situation of conflict, incivility, violence, or harassment.

We suggest that you complete it immediately and review it several times per year. If a new situation puts you off or bothers you, we invite you to answer the questions again with the situation in mind.

Finally, we suggest that you share this personal reflection with your co-workers on the executive committee and with the union adviser that assists you in carrying out your duties. It is also possible that training activities can allow you to become better prepared to handle these situations and that such training activities can broaden your intervention skills. Through discussions with your colleagues within your union, your federation, and the CSN, you will be able to determine how to handle such situations.

GUIDELINES

1. Answer all questions.
2. Rate your level of agreement using the following scale: 1 = not a problem at all, 3 = an occasional problem, 5 = a frequent problem, N/A = not applicable.
3. Go back to the questions you answered with a “3” and try to specify the circumstances in which certain situations sometimes become more difficult.
4. Go back to the questions you answered with a “5” and try to determine what you would need to better get through such situations.



Grid—Self-Assessment of My Ability to Intervene

GENERAL QUESTIONS				
STATEMENTS	1 NOT A PROBLEM AT ALL	3 AN OCCASIONAL PROBLEM	5 A FREQUENT PROBLEM	N/A
I take time to take care of the individuals I meet with, no matter the nature of the situation being handled.				
I am able to remain calm when faced with difficult situations.				
I am able to disentangle emotions and facts.				
I am able to ask sensitive questions that may be difficult to hear.				
I am able to put aside my feelings.				
I am able to be objective.				
I am able to be calm in the presence of individuals who are upset.				
I am able to be calm with individuals who are in tears.				
I am able to be calm with individuals who are angry.				
I am able to remain neutral with individuals who engage in harassment.				
I am able to remain calm in situations involving physical aggression.				
I know how to remain neutral in situations of sexual harassment.				
I know the difference between my own tolerance level and that of individuals reporting a situation.				
I know the difference between my own tolerance level and that of individuals being reported.				

APPENDIX I

GENERAL QUESTIONS				
STATEMENTS	1 NOT A PROBLEM AT ALL	3 AN OCCASIONAL PROBLEM	5 A FREQUENT PROBLEM	N/A
I do not have biases.				
I feel comfortable with individuals whose cultural background is different than mine.				
I feel comfortable with individuals whose gender is different than mine.				
I feel comfortable with individuals of all sexual orientations.				
I feel comfortable with individuals at varying hierarchical levels.				
I know when I succumb to judgment.				
I know how to manage my emotions and do what it takes so that they do not cloud my judgment.				
I have an adequate network of contacts who will support me throughout the meeting and support process for the person experiencing the problematic situation or for the person who is being reported.				

GIVEN THE ANSWERS TO THE PREVIOUS QUESTIONS:	1 NOT A PROBLEM AT ALL	3 AN OCCASIONAL PROBLEM	5 A FREQUENT PROBLEM	N/A
I believe that I am able to adequately carry out my role with those involved: those who are experiencing the problematic situations, those being reported, or witnesses.				
I believe that I am able to carry out my role with those involved (those who are experiencing the problematic situations, those being reported, or witnesses), but I will certainly need assistance.				
I believe that the possibility that I will not be able to adequately carry out my role in this situation is quite high and that, as a result, it would be preferable if someone else were to handle this process.				

APPENDIX I

What support do I need?

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In what contexts or types of situations?

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