



# Building Workplace Culture Through Communication and Boundaries

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# WHAT IS WORKPLACE CULTURE?

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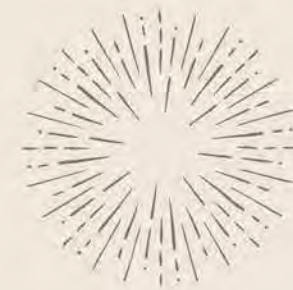
## ATTITUDES

A learned tendency to evaluate things in a certain way



## BELIEFS

Mental representations of the ways our brains expect things to be



## BEHAVIORS

How we behave is shaped by our attitudes and beliefs



# Time to share your thoughts...



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# THE IMPORTANCE OF BELIEFS, ATTITUDES, & BEHAVIORS



## BELIEFS

- Everyone's time is valuable
- Value diversity of thought and problem-solving methods
- Value feedback to help relationships grow

## ATTITUDES

- Assume the best intentions
- Embrace adaptability
- Pay attention to shifts in attitude over time and how that affects behavior

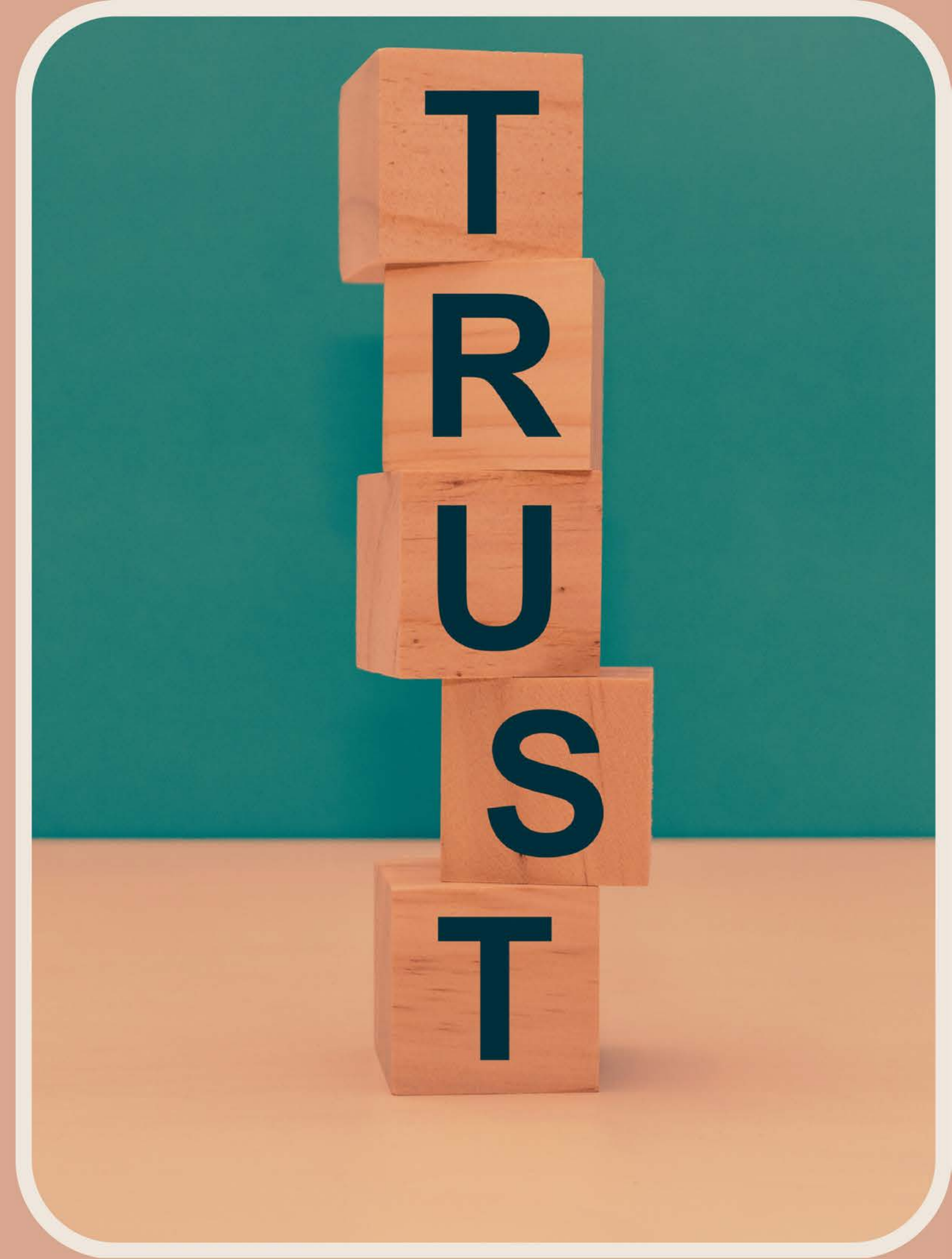
## BEHAVIORS

- Find commonalities
- Show sensitivity to other perspectives
- Lead by example



# Building relationships

- 📌 Fosters a positive work culture
- 📌 Establishes trust
- 📌 Develops connection
- 📌 Assists with collaboration
- 📌 Paves the way for constructive conflict



**Boundaries** are about being selective with how you spend your time and energy

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# Communicating your boundaries

If you don't share your limits and set clear expectations, you will likely feel frustrated at best, and burned out at worst.



# Using I Statements

## & Will vs. Won't

You always point out everything I'm doing wrong



I am best able to process feedback when it is presented in a constructive manner

I won't check work email outside of work hours



During work hours, I am fully tuned into my work. At the end of the workday, I turn off my laptop (and work brain) and devote my attention and energy to my other priorities



# What Happens When Conflict Arises



**Attitude**



**Emotional Intelligence**

**Belief**



**Communication &  
Teamwork**

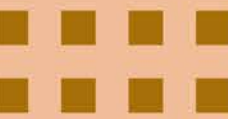
**Behavior**



**Problem Solving**



# ACTIVITY:



## ENFORCING BOUNDARIES ON A PROJECT

You and your team are working on a critical project with a tight deadline. The project involves collaboration with various team members, including your immediate supervisor, Jordan, and a colleague, Alex. The team is under pressure to deliver high-quality results within the specified timeframe.

Scenario: As the project progresses, you notice that Alex, your colleague, is consistently asking for your assistance beyond regular working hours. While you value collaboration, the additional requests are impacting your life-work balance and making it challenging for you to meet your own deadlines on other projects.

On one occasion, Alex asks you to review a set of project documents late in the evening, mentioning the urgency of the matter. You've already put in extra hours during the week, and you feel that this request crosses the boundary of reasonable working hours.



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### **QUESTIONS:**

What are the primary issues here?

What could have been done differently at the start?

How can boundaries be enforced at this point?

Have you experienced something like this?



# DIFFICULT CONVERSATIONS

## PREPARE

Make sure you know what you want to achieve.

Think about the other person's point of view and how they might feel and/or respond.

## INITIATE

Choose the right time and place.

Try to avoid distractions.

## DELIVER

Be clear and specific.

Focus on the facts and give examples where possible.

Stay calm and use positive body language.

## LISTEN & RESPOND

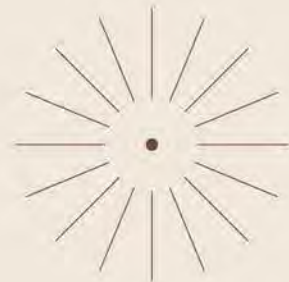
Learn more by asking questions.

Let the other person ask questions and respond honestly.

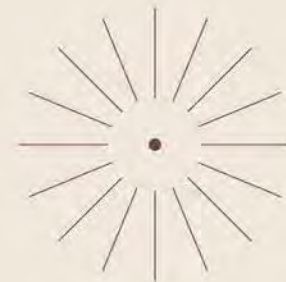
Take responsibility when warranted.



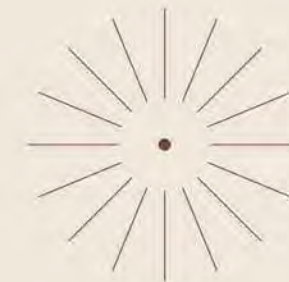
# WHEN YOU INTENTIONALLY BUILD A POSITIVE WORK PLACE CULTURE...



Employees feel connected,  
heard, valued



Retention of  
esteemed employees



Reputation as a positive  
work environment

Better conflict management

Improved productivity

Reduced stress



Learn  
More

[A Guide to Setting Better Boundaries - Harvard Business Review article](#)

[A Guide to Setting Boundaries in the Modern Workplace - LinkedIn Learning course](#)