

# Harmoniously in Helsinki

Prevention and processing  
of inappropriate conduct  
and harassment



## **The City of Helsinki does not accept any kind of inappropriate conduct or harassment.**

In its capacity as employer, the City of Helsinki expects a business-like and appreciative attitude towards all co-workers and all costumers.

## **We want everyone to feel fine at work.**

Given that the workplace is well-run, work goes smoothly, everyone knows what is expected of him or her and the customers get the service they are entitled to. The foundation pillars of a functioning workplace help you carry out your tasks and prevent conflicts.



# The foundation pillars of a functioning workplace

1

Clear tasks

2

Coaching leadership

3

Clear division of responsibility

4

Jointly agreed modes of operation

5

Creating a good work atmosphere

6

Operations evaluation



**When you enjoy a good workplace culture, the workplace stands on strong pillars.**

At work it is important to have a joint discussion about what kind of behaviour is good and appropriate.



# The supervisor should be an example and encourage his or her staff

- Make sure that your staff know their fundamental tasks and the work unit's division of responsibility
- Talk through the ground rules on a regular basis
- Provide fair and just leadership
- Trust your staff members and treat them with respect and appreciation
- Encourage your staff to work together and to cooperate
- Maintain an open and interactive work atmosphere
- Familiarise your staff with the city's operations models and modes
- Intervene in conflicts at once.

# The staff help create a good atmosphere

- Treat all co-workers with propriety
- Listen and be open to diverse viewpoints
- Comply with the employer's instructions
- Concern yourself with your safety and that of the others
- Help and supports the others
- Relate appreciatively and encouragingly to the others
- Appreciate and support your supervisor.

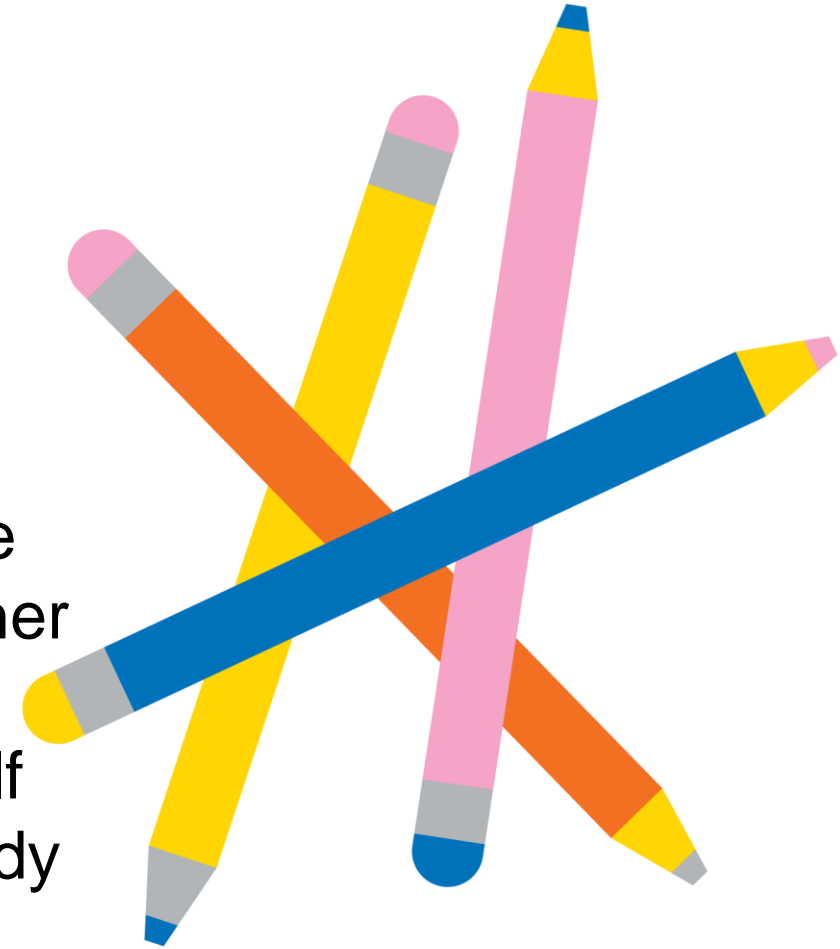
# Appreciate and give credit

- Appreciate and give credit to your colleagues. Say it, when you have something positive to say!
- You can affect the atmosphere by way of your facial expressions, your gestures, your words and your actions.
- Be open and include everybody in the talks, listen and help.
- As long as there is a good spirit in the workplace community, you are able to debate and even disagree with confidence.



# Diversity is our strength

- The workplaces within the City turn increasingly diverse, which indeed is what we are aiming at.
- Becoming more diverse requires an open and positive attitude, even though the others may come with another background and other characteristics than yours.
- Getting to know people who are different from yourself helps you realise that you can get along with everybody – we have similarities, too.





**Bear in mind that all workplace conflicts do not constitute inappropriate conduct or harassment!**

From time to time, there are conflicts and problems of cooperation in every workplace.



Inappropriate conduct is not, for instance:

- The tasks or the organisation are revised with good reason
- Tasks are distributed or shifts are planned

**Attention!** The supervisor is duty-bound to bring up problems that occur in the workplace:

- Repeatedly being late to work
- Neglecting your tasks
- Noncompliance with instructions and agreements etc.



**There is not one single definition of inappropriate conduct and harassment. These can appear in many forms and in various degrees in the workplaces. Examples of inappropriate conduct and harassment:**

Bullying

Sexual harassment

Gender-based  
harassment

Discrimination

Social isolation and  
ignoring

Slandering

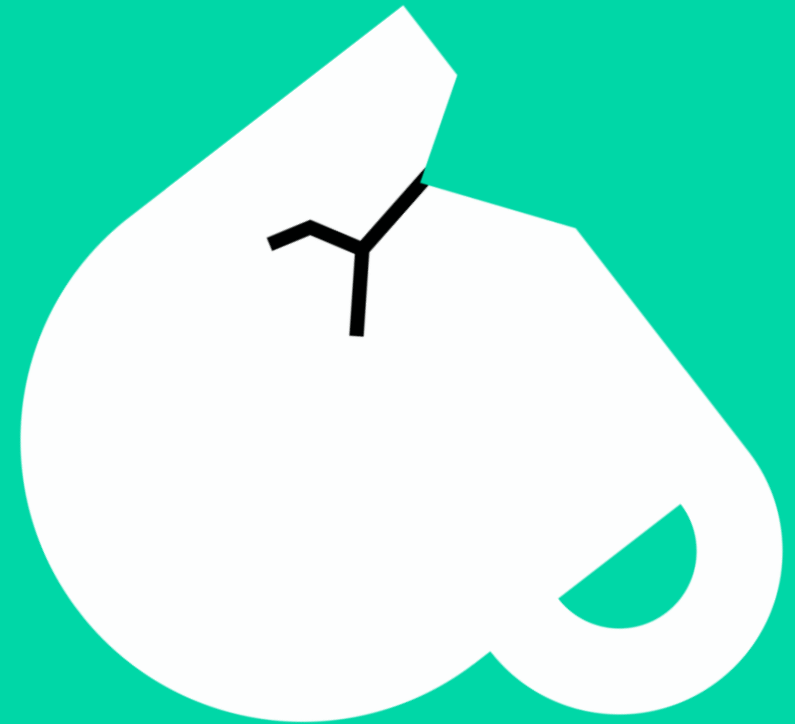
In addition to mental abuse and physical violence, inappropriate conduct can also be, for instance, the humiliation, mocking, threatening and intimidation of your co-workers.



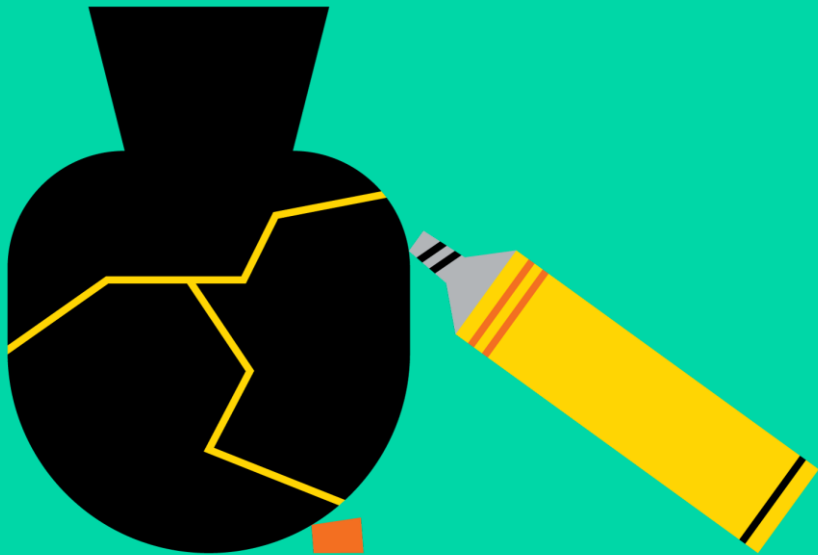
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**Common and clear practices** help us sort out occurrences of inappropriate conduct and harassment.

Primarily, they should be dealt with in the workplace, where they occurred.



# How to act



If you become the object of inappropriate conduct, you should say so immediately to your counterpart. Make a note of everything pertaining to the incident of inappropriate conduct and save disturbing or offensive messages that you might have received.

If the inappropriate behaviour does not cease, or if it is, for example, a case of sexual harassment, you should report it to your supervisor at once.

The supervisor will invite the parties to a clarification meeting. You can ask the occupational safety representative to come along.

If a customer treats you inappropriately and you feel threatened, you should make a report about a workplace safety deviation in the occupational health and safety kit (Työsuojelupakki).

# The supervisor's responsibility

Supervisor, you have a duty to work out a conflict right away after having discovered it or being informed about it.

Talk to the parties of the conflict without delay. Invite them to a clarification meeting.

Encourage your staff to tell you immediately when there is an occurrence of inappropriate behaviour.

Support material for clearing up occurrences can be found on the City's Helmi site.

# Help and support

The line management

The occupation  
safety representative

The workplace  
cooperation  
representative

The occupational safety  
manager

The occupational health  
care

The shop steward

HR

The harassments  
liaisons





**Joint discussions on the topics and operation modes mentioned in the Harmonious in Helsinki guide (Sopuisasti Stadissa) are held annually, for instance at workplace meetings.**

Material relevant to joint processing can be found on the Sopuisasti Stadissa page on the City's Helmi site.