DIGNITY & RESPECT FRAMEWORK
INTRODUCTION
by the Vice-Chancellor,
Professor Nick Foskett

FOREWORD

Dear Colleague,

I am delighted to introduce the University’s Dignity & Respect Framework which supports our shared values and most particularly those relating to our commitments to equality and diversity.

The Framework, which has been developed with colleagues across the University, seeks to promote positive relationships and to improve the quality of our working lives by defining our mutual responsibilities and expectations under four key banners that are derived from our strategic Equality & Diversity commitments:

- Leadership and management
- Collaborative working with students
- Learning and development
- Culture and community

At the heart of the framework lies an expectation that all colleagues will be valued, treated with respect and supported to contribute as fully as possible to the life and work of the University, where everyone is able to fulfil their potential and to flourish. The Framework recognises that each of us has a role to play in making this happen.

Keele University is a great place to work. It is welcoming and friendly and I want it to be a place where people feel able to grow and to develop, to feel comfortable with sharing their own views, and to listen respectfully to those with different needs and perspectives from their own.

I strongly encourage you to read the Framework, to reflect on its key messages and to use this booklet as a reference tool to guide your own interactions with colleagues, students and visitors.

With all good wishes

Nick Foskett

KEELE UNIVERSITY:
DIGNITY AND RESPECT FRAMEWORK

CONCEPTUAL PRINCIPLES AND ENGAGEMENT

In order to ensure the effective implementation of the Framework, it will be introduced and integrated as part of the following activities and work strands:

- Information provided on the HR web pages for prospective job applicants
- New Starter Information
- Inclusion in job descriptions
- Keele Knowledge Programme Induction
- E-learning module for all staff
- Leadership and management development programmes
- Annual Dignity and Respect Day
- Staff and student feedback
- University Equality Action Plan
- HR Management Briefings

For further information please contact Human Resources, Telephone 01782 733407 or visit the University web pages http://www.keele.ac.uk/hrss/equalitydiversity/dignityandrespectframework/
LEADERSHIP AND MANAGEMENT:
Responsibilities and expectations

We the University...
- Provide a framework for Dignity and Respect at Keele. Promote and enable the implementation of this Framework
- Clarify the strategic direction of the University and provide a framework for ensuring all managers and staff are aware of how they contribute to this
- Ensure the provision of relevant and appropriate support services and policy frameworks
- Foster opportunities for collaborative working across the University’s faculties and directorates wherever practicable
- Develop and review University communication systems to ensure timely, efficient, and effective flow of relevant knowledge and information across all levels of the University
- Ensure appropriate arrangements for consultation with staff and student groups
- Celebrate and support the recognition of successes and achievements

Managers...
- Act in accordance with the University’s values and ethos at all times. Promote, facilitate and encourage an understanding of this framework and its application
- Understand and be responsive to diversity and its impact on, and relevance to, service delivery and development
- Enable, recognise and empower staff through support, knowledge sharing and development as part of day-to-day management practice. Facilitate support from others as appropriate
- Address and resolve workplace issues promptly, drawing on relevant HR policies and support systems
- Show consideration for staff with different work needs, and balance these needs with those of the wider team in the context of University requirements
- Discuss, share, reflect and resolve issues related to dignity and respect regularly, as part of day to day management practice
- Challenge and address any behaviours which are contrary to the values underpinning this framework

Individuals...
- Act in accordance with the University’s values and ethos
- Recognise the diversity at Keele, and take action to understand the needs and customs of different groups with whom we work and interact
- Engage with University managers and colleagues; observe key processes in day-to-day working - seeking guidance and support from colleagues and managers as required
- Contribute to setting work goals and objectives
- Communicate issues and problems at work constructively and promptly
- Seek to develop own performance and contribution by seeking and responding to feedback from managers and colleagues
- Challenge and/or report any behaviours which are contrary to the behaviours underpinning this framework
COLLABORATIVE WORKING WITH STUDENTS:
Responsibilities and expectations

We the University...
- Support an integrated community by creating opportunities for different groups of staff and students to come together
- Respond to the feedback we receive from students, by publishing what students have told us and what we will do about it
- Support the development of clear protocols and standards on how we engage and work collaboratively with a diverse student body across the University
- Ensure collaborative engagement with a range of student groups in order to ensure full participation in University life and proper access to services

Managers...
- Recognise our role in supporting students and promote and encourage team members to do so
- Recognise and value the contributions students make, and involve students in decision making
- Ensure partnership working in order to support students - sharing information and insight with colleagues and relevant agencies in a timely manner whilst respecting confidentiality
- Ensure the planning and delivery of services are relevant to our diverse student body and are capable of responding to future change

Individuals...
- Foster the trust of students through positive dialogue, being honest, open, supportive, and living up to commitments and promises
- Treat students as individuals and as our partners in learning, continually delivering the highest quality services, provision, and student experience
- Take action to understand the needs and customs of student groups and to respect and accommodate these
- Challenge and/or report any form of discriminatory or prejudiced behaviour which erodes the dignity and respect of students, invoking appropriate University policies and procedures as necessary
- Keep abreast of University developments and student support services to appropriately refer and signpost student queries
LEARNING AND DEVELOPMENT:
Responsibilities and expectations

We the University...
- Ensure full and relevant provision of training, education and development opportunities relevant to the University’s needs
- Celebrate the achievements of individuals and teams
- Review learning programmes ensuring they are relevant, accessible, and inclusive
- Respond and plan for changing organisational learning and development needs
- Provide learning opportunities to support the promotion of Equality and Diversity at Keele

Managers...
- Act consistently and fairly in supporting staff development opportunities
- Regularly make time to discuss staff learning and development as part of day to day management
- Consider the learning and development needs of staff and teams and plan for future needs
- Recognise staff strengths and areas for development, offering meaningful and relevant feedback as a basis for on-going support and development
- Encourage participation/engagement with learning around Equality and Diversity

Individuals...
- Positively engage with all learning and development activities and opportunities
- Prepare and positively engage in developmental review processes such as SPRE
- Take responsibility for developing our skills and knowledge and respond flexibly and positively to future change
- Engage in on-going learning and development opportunities that support dignity and respect
- Take responsibility for learning by keeping abreast of developments relevant to our work within the University
CULTURE AND COMMUNITY:
Responsibilities and expectations

We the University...
- Deliver a range of Unity, wellbeing, and broader events and initiatives, offering opportunities for groups to come together
- Support the staff equality networks to engage a range of perspectives in shaping key University decisions
- Support the development of an integrated community, in which the needs, customs and traditions of all are valued and respected
- Ensure arrangements for gathering the views, concerns, and issues of staff and students, and to monitor the effectiveness of these arrangements

Managers...
- Encourage staff to feedback their views, and provide them with opportunities to be actively involved in shaping the services they deliver
- Promote Health & Wellbeing by encouraging staff to participate in wellbeing activities and events
- Support the development of tailored inductions into the team and department, to enable the best start for new staff
- Address work related stress issues promptly and supportively
- Show consideration and respect when supporting staff through difficult personal life events

Individuals...
- Show courtesy and respect to all, treating others as they would like to be treated
- Be sensitive to the needs, beliefs and feelings of others being aware of our own attitudes and behaviours, and our impact on others
- Take responsibility for own health and wellbeing, raising any issues promptly
- Share in the benefits of University life and act as ambassadors for Keele
- Recognise our ability to influence and our potential for contributing positively to the staff and student experience
- Support colleagues and new staff, using skills and experience to assist others
- Take up opportunities to participate in University events and wellbeing initiatives
- Share information and communicate work issues with relevant colleagues and managers, engaging in consultation and feedback opportunities