

## **HR Forum Commits to Zero Tolerance of Bad Behaviour**

**September 30** - At the first Transform the World of Work forum held by Corporate Heart on 28 September, BV Shears, HR director and deputy managing director, South West Trains, gave her views on behaviour and the affect of bad behaviour both from customers and with employees under pressure. She called for HR professionals to support and implement a zero tolerance position on bad behaviour.

“Bad behaviour, whether from staff or customers leads to stress. High levels of stress impact on the wellness of an organisation, effecting productivity and ultimately business success and profit,” she told the audience. “Know your people, know your jobs and know the environment you are working in. Build in an expectation of what is good and bad behaviour - and you are well on the way to a well organisation.” South West trains was one of the partners in Corporate Heart’s recent organisation wellness survey.

The forum set out to discover ‘what makes people tick’ and why we have issues with bad behaviour, stress and bullying. Bev Shears commented: “Our workforce and our customer base reflect society and one of the risks we have to manage is stress-induced bad behaviour or straightforward bullying. The only residual risk I can effectively manage is in ‘my’ workplace but HR as a community has to contribute to tackling societal bullying - my aggressive, abusive customer is someone’s employee.

“In an industry like ours it can be very challenging and frustrating for customers and staff alike. Bad behaviour whether from a minority of customers or employees under pressure can only worsen the situation.”

In open debate the forum further identified key burning issues for people throughout UK business today and how we might change the culture to one that seeks to be sustainable and well.

Participants were from public and private organisations, consultants and practitioners and academics. In the forum debate the need to determine and crystallise ‘normal’ behaviour to support the profit and loss equation; employee engagement

through communication and empowerment; and the need for ownership and personal responsibility were among the key current issues identified by delegates.

Corporate Heart placed these and other issues on its Wellness Map, to focus this as a key framework and methodology to position and align key issues to outcomes, taking people/business issues together and working to transform workplace pressures within each domain of the Map - purpose, performance, balance, connection.

All delegates committed to personal action and further debate at the next forums on 22 October, with the theme Employee Value and 16 November on Leadership. Click on [www.corporate-heart.co.uk](http://www.corporate-heart.co.uk) to find out more.

For a copy of the full debate summary please contact Pauline Crawford at Corporate Heart tel 020 8998 7032 e-mail: [info@corporate-heart.co.uk](mailto:info@corporate-heart.co.uk)

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