

# Communication CHARTER



## OUR CHARTER

At CQUniversity, our people foster a culture of professionalism that enables a safe, harmonious, and productive workplace. We recognise that by communicating positively and professionally, we are building a culture in which staff and students are valued, respected and accountable for their actions and interactions.

We understand that if we are considerate in our manner, matters can be resolved more easily.

We know that considerate, ethical behaviour builds trust. By thinking of others and lifting our focus beyond self-interest, we will create a supportive work environment that benefits us all.

At CQUniversity, professional courtesy is not optional – it is imperative. We acknowledge our collective responsibility to lead by example, operating with integrity in all that we do and demonstrating attitudes and behaviours that align with our values.

## OUR COMMITMENT

### We will:

Embody the values of CQUniversity in all that we do.

- » Promote a culture of honesty, trust, acceptance, and support.
- » Consistently choose a constructive way to communicate, making the tone of our workplace interactions positive and productive.
- » Be supportive and demonstrate kindness, empathy, care, and compassion.
- » Assume the best of people, showing understanding, patience, and forgiveness.
- » Demonstrate that we value, acknowledge, respect, and appreciate our colleagues by treating them as we wish to be treated ourselves.
- » Take responsibility for our words and actions.
- » Display courage and self-control in our communications with others.
- » Raise issues respectfully without fear of reprisal.
- » Be open to giving and receiving constructive feedback.
- » Lead by example in all our interactions across the organisation.
- » Listen to understand – everyone has the right to be treated professionally, to be listened to and heard.
- » Achieve a culture of safety where people are not afraid to respectfully address poor behaviour, if needed.

### To bring these commitments to life each day we will:

- » Harness the power of respectful communication, however complex the topic.
- » Engage respectfully with our colleagues, associates, and organisations, and recognise that how we engage can influence the outcome.
- » Seek to listen and understand the task or issue and what it would take to resolve issues kindly, constructively and to the best of our ability.
- » Pause before speaking, to consider what we say and how we say it. The words we use matter, as does the body language and facial expressions we display when we listen and speak.
- » Provide acknowledgement and recognition of good work and efforts.
- » Communicate early to avoid misinterpretation.
- » Demonstrate positive teamwork and collaboration and strive for healthy and constructive debate and exploration of new ideas.
- » Bring a solution when we raise an issue.
- » Encourage a range of views, respecting differences, and valuing diversity.
- » Stand up for ourselves and others in the event of poor behaviour.