

Ill treatment checklist tool



This ill treatment checklist tool is an adaptation of the list of ill treatment used in our research and could be used to evaluate anonymously and periodically how well workers believe that ill treatment is being managed in their organisation.

A scoring system is recommended. In this tool, we suggest scoring '0' for no occurrences of ill treatment and '3' for routine occurrences (more than once a week). While organisations will aspire to achieve a '0' rating for all questions in each category, this may not be achieved immediately. Organisations will need to mature culturally to reduce and if possible eventually eradicate instances of ill-treatment. The time needed to achieve this will depend on many factors, including the size of the organisation, other overlapping workstreams, the economic health of the organisation and the effectiveness of its leadership.

It can take years to change an organisational culture fully. The organisation may wish to use this tool to set decreasing annual targets so that the success of one year can boost efforts in the next. In other words, the tolerability of the risk in your organisation can be set, reviewed and reset over time.

Identifying key concerns

Scores provided by individuals in each row of the table can be added and averaged to identify the key concerns. Further evaluation to identify the reasons for these concerns can be achieved by discussion with worker and management groups and with other key stakeholders (see *Coaching to Engage*¹ for further information). In this way the determinants for the score can be identified and a suitable plan made to address them.

The totals for each column will provide an indication of overall improvement or deterioration as the survey is repeated. Additional questions are recommended to cover age, gender, disability, sexual orientation, religion and ethnicity. This will allow further evaluation of the results from these perspectives. This may also reveal information that will be relevant to other programmes such as improving the awareness of the benefits of diversity, or for targeting training at different age groups. Adding these categories will enable a deeper analysis of the returns. Organisations may wish to insert additional questions or categories as they see fit.

Two qualitative questions have been recommended at the end of the tool. This will allow the respondents to put things into their own words. This can provide valuable insight into what workers are thinking and believing. Of course, you may wish to add your own questions to this section.

The questions in this tool can be delivered in paper form or electronically, but either way they will only work if the worker can complete their answers anonymously. The proportion of workers completing the form will be an indication of the validity and reliability of the results. This tool is an example and organisations may wish to develop its content further to meet their needs.

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Please rate your answers as follows:

| | | | | | | | |
|------|---|-----------------------------|---|-------------------------|---|-----------------------------------|---|
| None | 0 | Rarely – a few times a year | 1 | Regularly – once a week | 2 | Routinely – more than once a week | 3 |
|------|---|-----------------------------|---|-------------------------|---|-----------------------------------|---|

| Ill treatment question | Experienced | Observed | Perpetrated | Totals |
|--|-------------|----------|-------------|--------|
| Unreasonable management | | | | |
| Has someone deliberately withheld information that affects your performance? | | | | |
| Has someone put pressure on you to work below your level of competence? | | | | |
| Are your opinions and views ignored? | | | | |
| Does someone repeatedly check up on your work when it is not necessary? | | | | |
| Have you received pressure not to claim for something, by right, you are entitled to? | | | | |
| Have you been given unmanageable workloads or impossible deadlines? | | | | |
| Do those you work with fail to follow the correct procedures? | | | | |
| Are you treated more unfairly than your colleagues? | | | | |
| Incivility or disrespect | | | | |
| Have you been ridiculed about your work? | | | | |
| Have you been the subject of gossip and rumours being spread or unfounded allegations made against you? | | | | |
| Have you received insulting or offensive remarks? | | | | |
| Have you been treated in a disrespectful or rude way? | | | | |
| Have you been excluded from the group? | | | | |
| Has someone been hinting or signalling that you should quit your job? | | | | |
| Have you received persistent and unfair criticism of work or performance? | | | | |
| Have you been teased, mocked or have people been sarcastic towards you or made jokes that have gone too far? | | | | |
| Have you been shouted at or has someone lost their temper with you? | | | | |
| Have people been intimidating towards you at work? | | | | |
| Have you been threatened in any way at work? | | | | |
| Violence or injury | | | | |
| Have you received any actual physical violence at work? | | | | |
| Have you been injured in any way because of violence or aggression at work? | | | | |
| Totals | | | | |

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| Other questions | |
|--|---|
| Gender – please circle one | Male Female Transgender Prefer not to disclose |
| Age – please circle one | 18–25 25–35 35–45 Over 45 |
| Ethnicity – please circle one | White Mixed ethnic group Asian Black/African/Caribbean Other ethnic group Prefer not to disclose |
| What is your religion? | |
| How would you describe your sexuality? | |
| Please describe any disability you may have | |
| If you believe that you have been ill-treated at work during the last year, please describe an example | |
| Can you think of any way in which we can improve our efforts to remove ill-treatment at work? | |

Reference

1 [www.iosh.co.uk/Books and resources/Coaching to engage](http://www.iosh.co.uk/Books%20and%20resources/Coaching%20to%20engage)