

**CITY OF CROSSVILLE, TENNESSEE  
PRODUCTIVE WORKPLACE:  
PROFESSIONALISM, CIVILITY AND CONFLICT RESOLUTION POLICY**

Whereas, The City Council of Crossville, Tennessee recognizes the importance and need for a Professionalism, Civility and Conflict Resolution Policy for council members and employees, and

Whereas, Verbal or physical conduct by any elected official or employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment will not be tolerated, and

Whereas, Elected officials and employees are expected to maintain a productive work environment free from harassing or disruptive activity including threats of physical violence. Behaviors that insult, belittle, demean, disparage, aggravate, humiliate, embarrass, and/or injure the dignity of another person are considered harassing behaviors, and

Whereas, No form of harassment will be tolerated, including sexual harassment and harassment based on race, national origin, religion, disability, pregnancy, age, military status, sex or other protected category, as provided by law, and

Whereas, elected officials and employees are expected to exemplify professionalism and civility at all times when representing the City of Crossville in their interaction and discourse with fellow elected officials and staff members, other representatives of the organization, and the general public, and

NOW, THEREFORE BE IT RESOLVED THAT, The City of Crossville recognizes that conflicts and disagreements will occur, therefore, elected officials and employees are expected to participate in a professional conflict resolution process whenever conflicts or potential adversarial situations arise, and

FURTHER BE IT RESOLVED, This conflict resolution process should include the following actions when seeking to resolve conflict with another:

- Be professional, polite, courteous, and respectful
- Listen to what others have to say
- Take into consideration that you may be wrong
- Be positive and suggest ways that the situation may improve
- Be willing to sincerely apologize if you have said or done anything that may have offended the other person
- Understand that if the issue can't be resolved, you can always take your concerns to your immediate supervisor, department head, human resources office, city manager, or ethics officer.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_ 2014, the general welfare of the City requiring it.

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Councilman

\_\_\_\_\_  
Councilman

\_\_\_\_\_  
Councilman

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Councilman

ATTEST:

\_\_\_\_\_  
City Clerk