

Civility, Respect, and Engagement in the Workplace (CREW)

CREW is a national initiative based on all-employee satisfaction survey findings and personal interviews with employees.

Civility, Respect, and Engagement

Civility is an essential behavior of all employees in all organizations. These are the rules of engagement for how we relate to each other, our Veterans, and our stakeholders; the fundamentals of courtesy, politeness, and consideration.

Respect connects us at a personal level. It reflects an attitude developed from deep listening and understanding, cultural and personal sensitivity, and compassion. It honors all the participants in an interaction by creating a safe place to have difficult conversations and leads to an environment of honesty and mutual trust.

Engagement is the result of respectful relationship within an atmosphere of trust. It provides all staff with the charge, the parameters, the training, and the support to make decisions on the spot in the best interest of the Veteran.

Benefits of CREW

Veterans Health Administration (VHA) faces challenges in the demand for care, fiscal stewardship, and expectations of returning service people and their families. CREW is one initiative to help us achieve our mission goal.

Criteria to Introduce CREW in a Workgroup

- Support of senior leadership;
- Support of local labor partners;
- Willingness to dedicate significant amount of time to this effort; and
- Willingness to remain focused for a minimum of 6 months.

