



**ARKANSAS DEPARTMENT OF THE MILITARY  
OFFICE OF THE ADJUTANT GENERAL  
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**ASA HUTCHINSON**  
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**KENDALL W. PENN**  
MAJOR GENERAL  
THE ADJUTANT GENERAL

NGAR-DOTM

25 February 2020

**MEMORANDUM FOR DEPARTMENT OF THE MILITARY (DOTM) STATE  
EMPLOYEES**

**SUBJECT:** Department of the Military (DOTM) Policy 52-2020, Workplace Professionalism Policy

1. The DOTM Human Resources is responsible for the creation, updating, revision, and dissemination of state policies and procedures. These policies and procedures assist the agency in maintaining an effective and productive workforce.
2. The purpose of this policy is to inform all state employees and supervisors of the standards, definitions, and procedures set forth by the Department of the Military to ensure that all employees are provided with a professional and respectful workplace.
3. Point of contact for this memo is Scott Stanger at (501) 212-5167.

A handwritten signature in black ink, appearing to read "K. W. Penn".

**KENDALL W. PENN**  
MAJOR GENERAL  
The Adjutant General

Encl.  
Workplace Professionalism Policy 52-2020

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**DEPARTMENT OF THE MILITARY**  
**Workplace Professionalism Policy**

**I. PURPOSE:**

The following shall establish and set forth the Department of the Military's standards and expectations from all employees in order to provide a work environment that is respectful, dignified and professional, and free from inappropriate or unprofessional behaviors.

This policy solely addresses communications and behaviors that do not involve protected class status. Communications and behavior that involve protected class status are addressed in the Department of the Military Policy 50-2020, Equal Employment Opportunity Discrimination Complaint Policy and Procedures.

**II. POLICY:**

The Department of the Military is committed to providing a positive environment in which all employees and others conducting business with the agency are treated with professionalism and respect. Disorderly, abusive, or indecent conduct in the workplace that creates, encourages, or otherwise permits an offensive, intimidating, or inappropriate work environment or that endangers the health, safety, or wellbeing of others may be subject to disciplinary action up to and including termination of employment. Additionally, any employee who reports unprofessional behavior or participates in conflict resolution shall be free from retaliation.

All Department of the Military employees are expected to perform their duties in a civil and professional manner that inspires trust and confidence in others. Employees shall exhibit a high degree of integrity, ethics, and professionalism at all times during duty hours or while representing the Department of the Military. Disrespectful or unprofessional communications and behavior disrupts the proper functioning of the business units and interferes with the successful execution of the agency's mission.

**III. CRITERIA:**

Disrespectful or unprofessional behavior includes acts or omissions that would cause a reasonable person, based on the severity, nature, and frequency of the conduct, to believe that an employee was subject to an uncivil work environment.

Unprofessional behavior includes, but is not limited to:

- Deliberately destroying, damaging, or obstructing another's work performance, tools, or materials;
- Undermining or insulting colleagues;

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- Verbal or nonverbal conduct (to include written or electronic communications or photographs) of a threatening, intimidating, or humiliating nature (i.e. sarcasm, misleading characterizations), use of profanity or other inappropriate language;
- Arrogance or condescending behaviors or comments;
- Insubordination; and/or
- Use of this policy to knowingly make false complaint(s).

A single act generally will not constitute unprofessional behavior, unless such conduct is determined to be especially severe and egregious.

Unprofessional and disrespectful behavior does not include:

- Disciplinary procedures in accordance with Department of the Military Policy 47-2020, Uniform Discipline Policy;
- Routine coaching and counseling, including feedback about and correction of work performance;
- Reasonable work assignments, including, but not limited to shift changes, post, and chain of command;
- Individual differences in styles of personal expression;
- Differences of opinion on work-related concerns;
- The non-abusive exercise of managerial prerogative.

#### **IV. EMPLOYEE RESPONSIBILITIES:**

Workplace civility and respect requires that issues be addressed through processes that are fair, with a true desire for conflict resolution and without undue delay. Employees are therefore encouraged to handle minor disagreements quickly and privately. In the event that assistance is needed or if the conflict involves the employee's supervisor, the employee shall report the issue through his or her chain of command, beginning at the lowest possible level. Should the employee believe that the dispute has not been resolved through his or her chain of command, The Department of the Military Equal Employment Compliance Officer shall be available for guidance or recommendations on further procedures.

#### **V. DEPARTMENT OF THE MILITARY RESPONSIBILITIES:**

Under this policy, members of the Department of the Military supervisory and management staff shall be responsible for ensuring compliance and that any complaints or concerns to the contrary are addressed in a timely manner through appropriate disciplinary action. Failure to comply with any portion of this policy may result in disciplinary action up to and including termination.