Cultivating Civility in Your Work Environment
Objectives

Recognize what workplace civility is and what it is not
Understand the negative impact of incivility in the workplace
Recognize the value of contributing to and being part of a positive and civil work environment
Learn how to promote a climate of civility starting with yourself
What is civility?
What is incivility?

**Civility**
- Polite
- Considerate
- Respectful

*A measure of the quality of interactions we have*

**Incivility**
- Unprofessionalism
- Rudeness
- Shouting or swearing
- Intimidation, bullying or threatening
- Being offensive or humiliating
Americans’ views on incivility

Most say incivility has risen to crisis levels
Over half expect civility to worsen
Over 30% have experienced incivility at work
About a fourth have experienced cyberbullying or incivility online
Over half have stopped buying from a company due to uncivil representatives
Employee reports on uncivil work environments

Nearly 9 out of 10 Americans who work in uncivil environments report incivility has negative consequences in their jobs and personal lives.

Hurts my job morale
Makes me want to quit
Leads me to call in sick
How each of us can support a climate of civility

Assume best intentions

Keep an open mind

Rely on facts

Explore personal biases

Don’t let 5 bad minutes ruin 5 hours, 5 days, 5 weeks
Think about the potential impact

T Is it true?
H Is it helpful?
I Is it inspiring?
N Is it necessary?
K Is it kind?
More ways to foster civility

Listen fully
Self-monitor
Show empathy
Engage in acts of kindness
Embrace differences and diversity
Work through conflict
Strive for acceptance
Practice stress management

Acceptance doesn't mean resignation; it means understanding that something is what it is and that there's got to be a way through it.

~Michael J. Fox
Civility starts with you

My Takeaway Commitments:
Going forward, I will...
1.
2.
3.
Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

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References and resources


