Cultivating Civility in Your Company Culture
Objectives

Identify what workplace civility is and what it is not

Understand the negative impact of incivility in the workplace and on employees

Recognize the value promoting a positive and civil work environment

Learn how to promote a culture of civility with your employees, team and company
What is...

Civility
• Polite
• Considerate
• Respectful

A measure of the quality of interactions we have

Incivility
• Unprofessionalism or rudeness
• Shouting or swearing
• Insubordination
• Intimidation, bullying or threatening
• Being offensive or humiliating
Americans’ view 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 job and personal life.

- Hurts my morale
- Reduces my work quality
- Leads me to collaborate less
- Causes me to call in sick
- Makes me want to quit
- Causes me to discourage others to work here
- Negatively effects my personal time away from work
Supporting a climate of civility

Assume best intentions

Be a role model

Rely on facts

‘Think’ before you speak

- **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
Work through differences
Hold each other accountable
Give feedback
Engage in stress management
Leading civility

• Step 1
• Set a new standard
• Step 2
  − Model the standard
• Step 3
  − Coach the standard
• Step 4
  − Embed accountability
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!

CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.
References and resources


