

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!

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