

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!

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

Brake, T. (2019). 8 Ways to Improve Civility at Work. *TMA World*. Retrieved December 29, 2020 from <https://www.tmaworld.com/our-thinking/8-ways-improve-civility-work>

Johnson, B. (n.d.). 5 Questions to Ask Before You Say Anything to Anyone. *Wired to Grow*. Retrieved December 29, 2020 from <http://www.wiredtogrow.com/5-questions-to-ask/>

Lorman (2018). Ten Tips for Creating Respect and Civility in Your Workplace. Retrieved December 29, 2020 from <https://www.lorman.com/resources/ten-tips-for-creating-respect-and-civility-in-your-workplace-15463>

Meinert, D. (2017). How to Create a Culture of Civility. *SHRM*. Retrieved December 29, 2020 from <https://www.shrm.org/hr-today/news/hr-magazine/0417/pages/how-to-create-a-culture-of-civility.aspx>

Newbery, C. (2019). What is unconscious bias in the workplace, and how can we tackle it? *CIPHR*. Retrieved December 29, 2020 from <https://www.ciphr.com/features/unconscious-bias-in-the-workplace/>

Porath, C. (2018). Make Civility the Norm on Your Team. *Harvard Business Review*. Retrieved December 29, 2020 from <https://hbr.org/2018/01/make-civility-the-norm-on-your-team>

Vanderbilt University (n.d.). The Civility Solution. Retrieved December 29, 2020 from https://www.vanderbilt.edu/usac/initiatives/care/CivilityAccountability_ActionPlan.pdf

Weber Shandwick (2019). Civility in America: A Nationwide Survey. Retrieved December 29, 2020 from <https://www.webershandwick.com/wp-content/uploads/2019/06/CivilityInAmerica2019SolutionsforTomorrow.pdf>