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Building a Culture of Civility and Respect in the Workplace

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Objectives

- Discuss the concept of civility and explore the rise in incivility in the workplace
- Explore the essential elements of a civil workplace culture
- Strategize tangible ways to improve civility, respect, and safety in the workplace



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A Current View of Civility in Society and the Workplace

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What does Civility mean to you (in a word or a phrase)?

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What is Civility?

- Caring for one's identity, needs, and beliefs
- Disagreeing without disrespect
- Seeking common ground when discussing differences
- Understanding biases and personal preconceptions
- Teaching and modeling for others the components of civility

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Snapshot: Incivility in Society

Incivility in Society

Category	Percentage
Dining	~35%
Social Media	~45%
Store/Retail	~55%

Incivility in the Workplace

Category	Percentage
Civil	39.9%
Uncivil	60.1%

SHRM Incivility Report

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Snapshot: Incivility in the Workplace

U.S. workers experiencing a moderate degree of incivility are:

- 3.5x more likely to rate their organization's culture as poor
- 2.5x more likely to say their organization is not inclusive
- 2x more likely to feel unsafe voicing concerns at work
- 3x more likely to report physical stress symptoms
- 2.5x more likely to report poor work/life balance
- Nearly 2x more likely to be dissatisfied with daily life



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Creating a Civil Workplace Culture

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Key Elements of a Civil Workplace Culture

Show respect and openness:

- Creates a climate of safety
- Encourages ideas without fear of criticism
- Builds broad based organizational trust
- Supports mutual understanding, minimizing conflict

Acknowledge diverse perspectives:

- Encourages collaboration and teamwork
- Fosters diversity and inclusion
- Actively seeks diverse ideas to increase productivity and innovation

Ensure individuals feel heard and valued:

- Encourages cooperation and collaboration
- Builds and sustains positive relationships
- Creates leader and employee engagement and commitment



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Group Discussion: Supporting Civility in the Workplace

Group Question:
What is your organization doing to support and encourage a culture of civility?



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Growing and Sustaining a Civil Workplace Culture

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Strategies for Ensuring Ongoing Civility

1. Acknowledge team concerns head on.
2. Unite leadership.
3. Foster community and culture.
4. Clarify expectations and accountability.
5. Equip managers to lead through challenges.
6. Coach employees on civility.



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Encouraging Healthy Discussions around Differences

Essential tools for healthy discussions:

- Encouraging respect for each other as **people, first**.
- Being accepting of the fact that we each have unique worldviews.
- Being willing to compromise – or agree to disagree.
- Building on common goals as colleagues.

If a situation becomes volatile and safety is an issue, leverage your organization's current resources:

- Policy and procedure
- EAP
- Contact local authorities



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Summing it Up

"Civility isn't always easy. It requires curiosity, courage, and compassion. It's about building a world that works for everyone. And for that, we need one another."



What **one takeaway** from today's session will you bring back to your organization?

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Thank you!

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