

Workplace Civility

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Building Civility in Your Workplace

Special thanks for content to:



Business Case for Civility

- ↑ Recruiting
- ↑ Productivity
- ↑ Customer Service
- ↑ Presenteeism
- ↑ Morale
- ↑ Retention
- ↑ Communication
- ↑ Bottom Line



The Costs of Incivility



-
- ↑ Turnover
 - ↑ Lost productivity
 - ↑ Accidents
 - ↑ Absenteeism
 - ↑ Customer complaints
 - ↑ Waste
 - ↑ Costs

Counterproductive Workplace Behaviors Continuum



Don't Cross the Line

Harassment

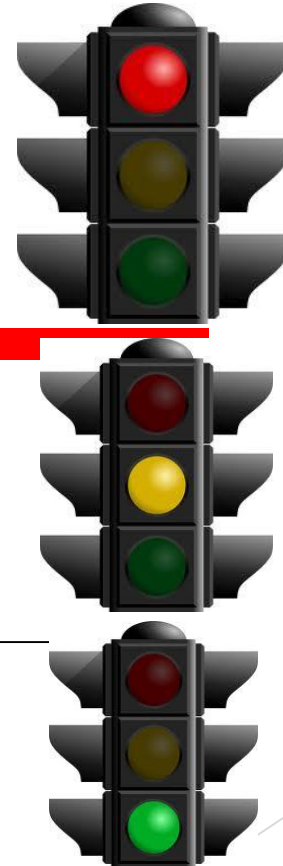
Discrimination

Hostile Environment



Bullying

Civility



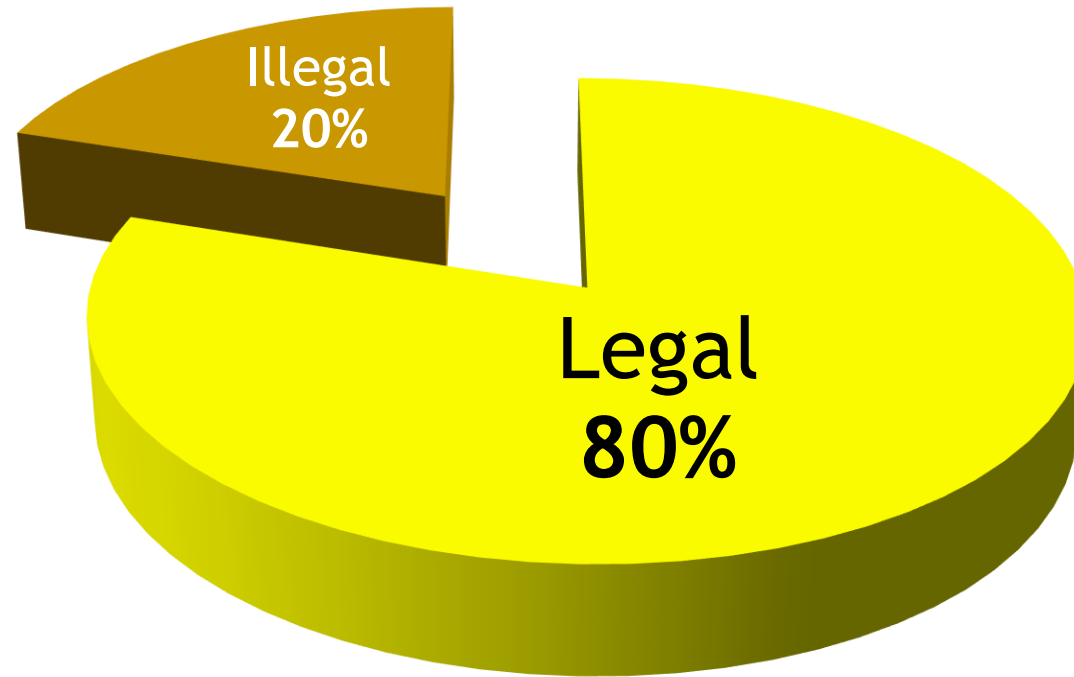
Definitions

Workplace bullying: Persistent, offensive, abusive, intimidating or insulting behavior or unfair actions directed at another individual, causing the recipient to feel threatened, abused, humiliated or vulnerable. Workplace bullies and targets may be employees, clients or vendors of the affected organization.

“Bullying is the sexual harassment of 20 years ago; everybody knows about it, but nobody wants to admit it.”

- Lewis L. Matlby
President, National Workrights Institute

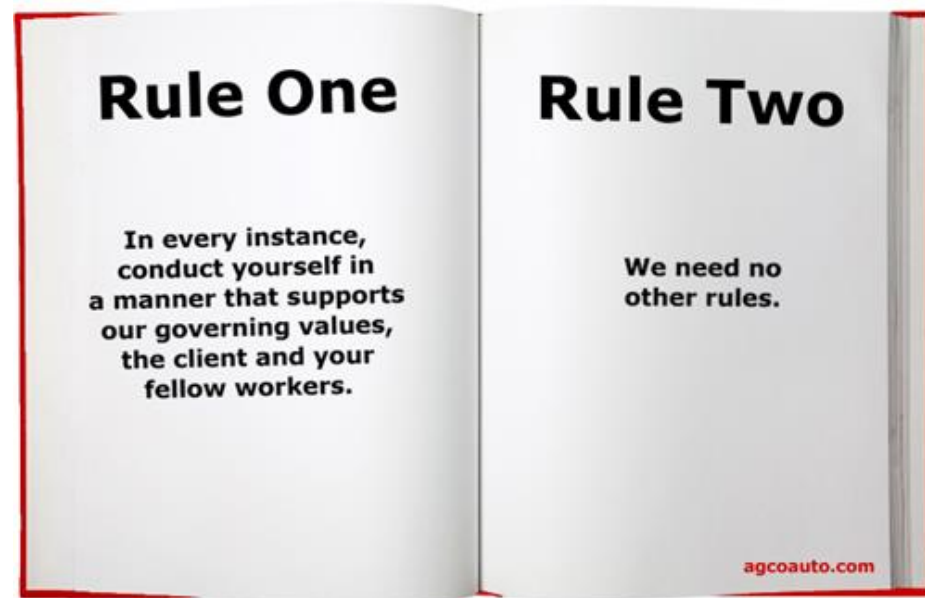
80% of bullying is legal, but still occurs.



Bullying v. Harassment

Bullying	Harassment
No group membership required	Civil rights violated
Status blind	Member of protected class

Healthy Workplace Policy



How to Create a Civil Workplace - Implementation

- ▶ Train
 - ▶ Conflict management
 - ▶ Conflict resolution
 - ▶ Stress management
 - ▶ Teamwork
 - ▶ Interpersonal Communication



How to Create a Civil Workplace - Implementation

- ▶ Leaders model civility for others
- ▶ Branding
- ▶ Continual communication
- ▶ Put it in writing

Sample Policy Language

Not engage in abusive conduct to fellow employees or the public, or use abusive language in the presence of fellow employees or the public. Abusive language will include profanity and loud, threatening or harassing speech.

How to Create a Civil Workplace - Implementation

- ▶ Recruit for behaviors
- ▶ Reward the right behavior
- ▶ Performance management
- ▶ Reduce stress
- ▶ Don't accept excuses

Jim Taylor, a psychologist at the University of San Francisco, writing in the *Huffington Post*, contends that:

“Civility is about something far more important than how people comport themselves with others. Rather, civility is an expression of a fundamental understanding and respect for the laws, rules, and norms (written and implicit) that guide its citizens in understanding what is acceptable and unacceptable behavior. For a society to function, people must be willing to accept those strictures. Though still in the distance, the loss of civility is a step toward anarchy, where anything goes; you can say or do anything, regardless of the consequences.”

Civility Poll

For you - what source creates the most concern over incivility?

- a. Citizens in your community
- b. Elected officials
- c. Staff/co-workers
- d. Supervisors
- e. Outsiders

* The answer may change based on the day.

“Civility costs nothing, and buys everything.”

- Mary Wortley Montagu