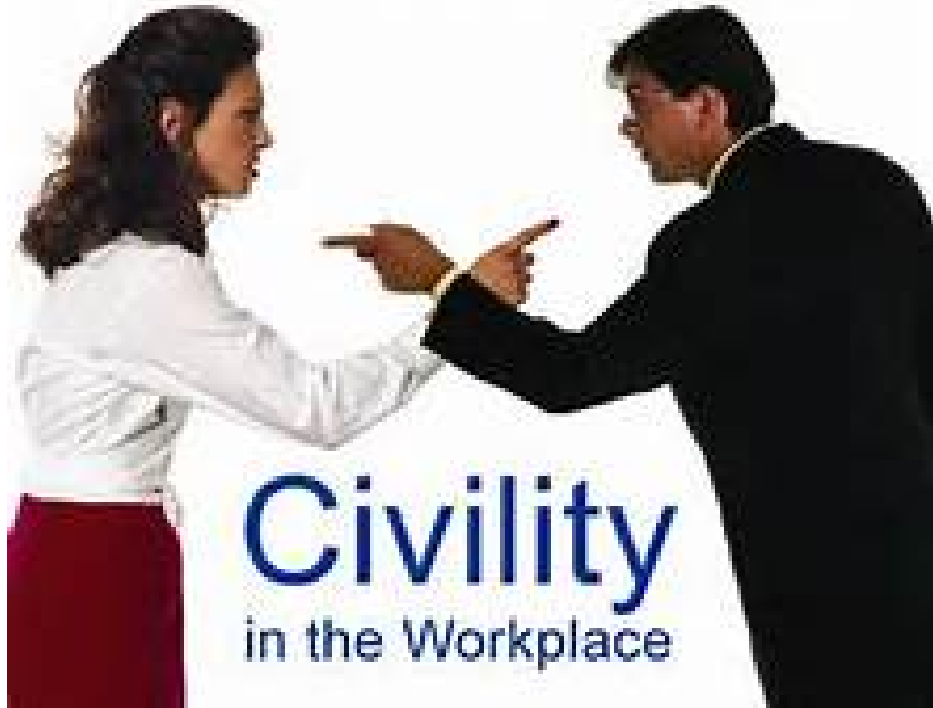


# Civility – Why It Matters!



Jim McNall

ICRMP Risk Management Specialist

# What is “Civility”



When asked, most workers cannot describe civility – But all have seen and can describe incivility.

# ICRMP Sample Policy

## **PERSONAL CONDUCT**

1. Work cooperatively and constructively with fellow workers and members of the public to provide public service of the highest quality and quantity. **THIS IS THE FIRST PRIORITY FOR ALL EMPLOYEES.**



## Policy - continued

15. Not engage in malicious gossip, spread rumors, engage in behavior designed to create discord and lack of harmony, willfully interfere with another employee's work output or encourage others to do the same.

# More Policy

18. 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.

# From Irritating



# To Unlawful

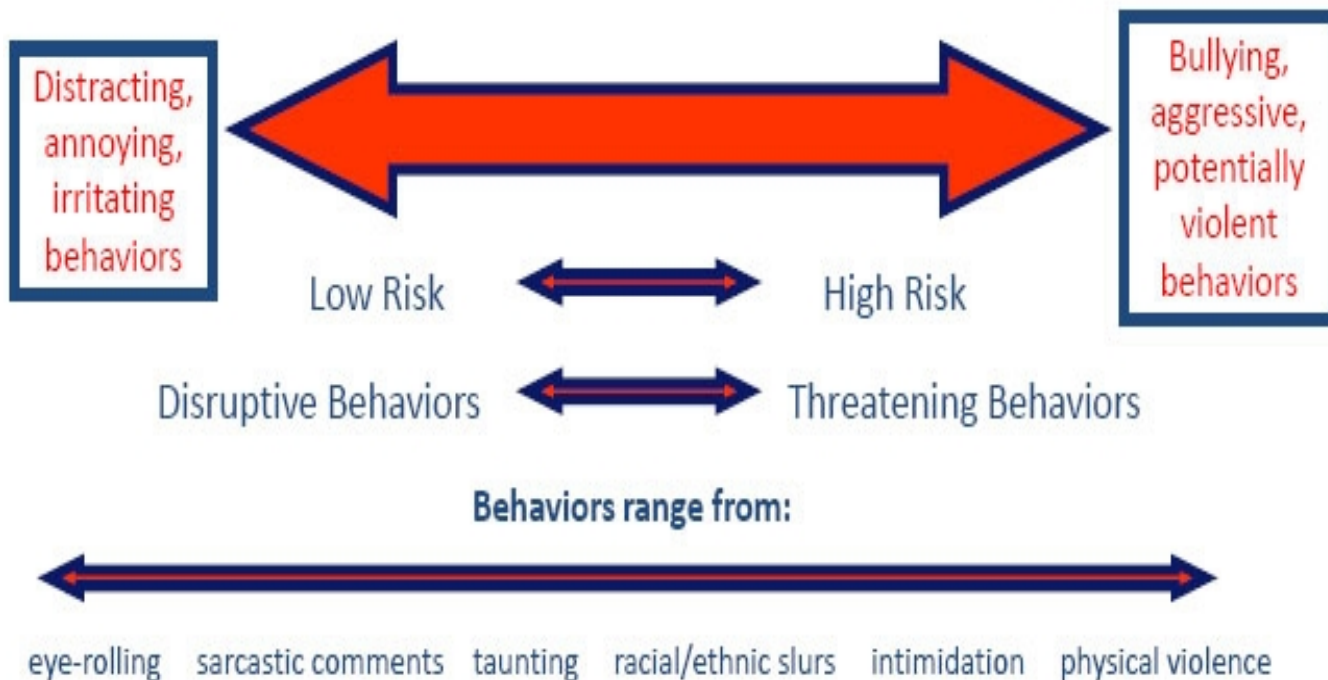




# To Dangerous



# Continuum of Incivility



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# Supervisors Should:

- Set a good example.
- Refer to your policy.
- Ask for help when needed.
- Not tolerate incivility from subordinates.
- Be specific in describing behavior.
- CAREFULLY – explain to your managers/EOs how their behavior affects the organization.



# Supervisors

- Be firm.
- Be fair.
- Be aware – on line behavior.
- Do not accept:
  - That’s just the way we are.
  - We’ve always been this way.
  - He/she deserves it.
  - I was just joking, lighten up.



**“I’ve seen the error of my ways and I’ve decided to start being more respectful to my coworkers. Hey, bozo, I’m talking to you!”**

- **Thanks for your time & attention!**
- **Please don't hesitate to call ICRMP if you have questions.**

