

Addressing Workplace Incivility

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In this Presentation

Here's what we'll cover:

What is incivility?

Examples of Incivility

Benefits of a Civil and Respectful Workplace

Impacts and Causes of Incivility

Actions for Interrupting Incivility

Case Study Examples

Resources

What is Incivility?

Generally inappropriate behaviors that display a lack of regard or respect for others.

Rudeness

Microaggressions

Unprofessionalism

Bias

Bullying



Examples of Incivility in the Workplace

1

Talking negatively about others; passing along rumors or gossip

4

Sabotaging someone's project or assignment

7

Failing to listen and respond effectively

2

Interrupting employees during meetings, presentations or conversations

5

Refusing to respond to emails/calls or purposely responding late

8

Bad email etiquette; i.e. overuse of exclamation points, all caps, a lot of big red bold text

3

Keeping important client/company information from an employee

6

Belittling people who are different or think differently

What does Incivility look like in your Unit?

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Responses are anonymous**



Continuum of Incivility



Low Risk

High Risk

Disruptive Behaviors

Threatening Behaviors

Behaviors range from:



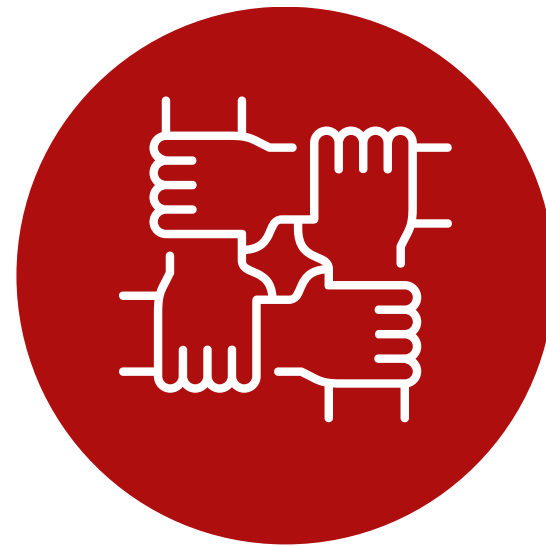
Benefits of a Civil and Respectful Workplace



Less Stress



**Higher
Engagement**



**Higher Productivity
& Collaboration**



**Retainment of
Talent**



**Improved
Quality of Work**

Impacts of Incivility

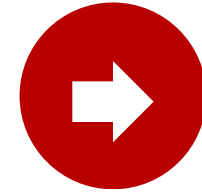
EEOC Reported:

- ➔ **Increased employee stress = 80%**
- ➔ **Lower employee engagement and commitment = 78%**
- ➔ **Reduced Productivity = 66%**
- ➔ **Increased absenteeism = 63%**
- ➔ **Higher turnover = 12%**



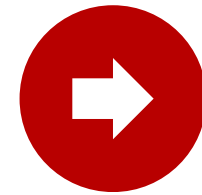
As incivility builds, the risk of bullying, harassment, and violence increases

Causes of Incivility

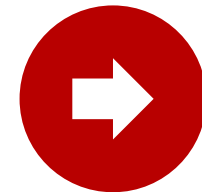


Frustration

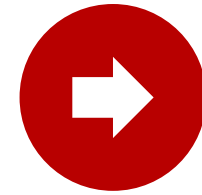
- Excessive workload
- Lack of recognition
- Anxiety around job security



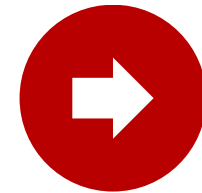
Miscommunication/Misunderstanding



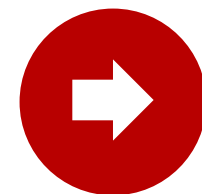
Bias



Cultural Differences



Lack of Training/Support



External Pressures

How Incivility Escalates and Spreads

If one employee's incivility is tolerated and allowed to fester, it can infect the whole group



Actions for Interrupting Incivility.

1

Proactively fostering positive work environments

- Hold a team meeting and establish acceptable conduct for your department
- Examine your own behavior and how you contribute to civility or incivility
- Look for common ground in dealing with conflict
- Stop the blame game and encourage a solutions orientation to problems
- Don't listen to or tolerate rumors or gossip

2

Inform a supervisor

3

Bystander training

Bystander Training

- **Notice the event**
- **Interpret the situation as a problem**
- **Assume personal responsibility**
- **Know how to help**
 - Direct
 - Distract
 - Delegate
 - Delay
 - Document
- **Step up**



“

**CIVILITY COSTS NOTHING,
AND BUYS EVERYTHING.**

MARY WORTLEY MONTAGU



REAL-LIFE **CASE STUDIES**



Case Study 1 – Gossip & Rumors

Staff reported senior leader George for gossip/negative speech. Private/confidential information about the team was being shared with others. The gossip and rumors included staff members looking for other jobs, sharing staff's personal situations, and sharing performance issues/demotions.



What can you do?

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Case Study Outcome:

TERMINATED

Case Study 2 – Nastygrams & Communications Lacking Tact

Numerous staff reported concerns about the senior leader, Sara needing more tactful communication and making decisions without input. Sara cultivated an environment of distrust and gave the team no opportunity for feedback. Sara joked when a staff member mentioned improving morale and stated that mad employees work better.



What can you do?

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Case Study Outcome:

DEMOTED

"Your work isn't important."

"I don't need to pay attention to you, your title isn't on my level."

"You don't have a future here."



Case Study 3: Workplace Bullying

Melanie and a few other colleagues have reported concerns about Brian's unprofessional conduct. He disrespects staff whom he perceives as "beneath him" and belittles and demeans their work. Brian often made rude comments to her face. Melanie stated, "Brian is condescending and spoke in a *bullying* conversational style."

What can you do?

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Case Study Outcome:

Partially Substantiated

Performance Improvement Plan
Additional Leadership Training



Case Study 4 – Hostile Work Environment

Henry lived in constant fear for his job. He felt compelled to do what Beth, his supervisor, instructed him to do, even if he knew it was wrong. Beth had great power and demoted or terminated staff without justification or counseling, disregarded University policies, and abused her level of authority.

Although Henry knew his actions were wrong, he enjoyed Beth's continued promotion and compensation increases. Employees that Beth did not like were put "on the list" and were the first ones laid off due to budget cuts. Staff reported Beth as a micromanager, putting intense pressure on unrealistic deadlines, threatening retaliation, and creating a culture of power and control, making the team miserable.



What can you do?

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Case Study Outcome:

TERMINATED

Resources



24/7 Hotline:
1-866-447-9821

Website:
**[secure.umsystem-
accountability.ethicspoint.com](https://secure.umsystem-accountability.ethicspoint.com)**



Percipio




TED Talk by
Diana Damron



TED Talk by Shelby
Scarbrough




May is International Civility Awareness Month

31 Day Civility Challenge



31 Day Civility Challenge

www.civilityexperts.com

 Day 1 Say hello to five people today.	 Day 2 Smile often at others.	Day 3 Be courteous on public transit and offer your seat to an elder or someone in need.	Day 4 Remember to say  and thank-you.	
Day 5 Make eye contact with people.	Day 6 Monitor the volume of your ipod or radio.	 Day 7 Treat others with kindness.		Day 8 Try to remember people's names.
Day 9 Offer constructive feedback in the form of a compliment sandwich.	 Day 10 Introduce those around you.	Day 11 Eat in the lunch room and be social.	Day 12 Be proud of your appearance. Dress nicely.	 Day 13 Share the sidewalk.
Day 14 Hold the elevator door open for others.	Day 15 Be patient with others.	 Day 16 Keep your work area clean.	Day 17 Make personal phone calls in private.	Day 18 Close your mouth when you are chewing and use a napkin.
Day 19 Don't interrupt others.		 Day 20 Be outgoing and introduce yourself to others in social situations.		Day 21 Make sure to always use a positive tone.
Day 22 Don't litter.	 Day 23 Replace empty toilet paper and paper towel rolls.	Day 24 Avoid profanity.	Day 25 Clean up your own mess.	Day 26 Set a positive example for others
Day 27 Include your co-workers in conversations.	Day 28 Leave a fair tip when dining out.	Day 29 Turn off your cell phone during meetings.	 Day 30 Hold the door for others.	Day 31 Repeat!

With permission to from Louise Fox, etiquetteladies.com.

THANK YOU

ANY QUESTIONS?

