



WORKPLACE CIVILITY INITIATIVE

A SOLUTION TO INCIVILITY

CUSTOMIZED WORKPLACE CIVILITY INITIATIVE

Seven Steps

- Assess the current situation.
- Outline a new standard.
- Equip your team to succeed.
- Lead the new standard.
- Embed accountability.
- Tools and best practices.
- Workplace civility culture



Companies that openly promote civil communication and Civility at work among employees can earn up to 30% more revenue than competitors, are 4 X more likely to have highly engaged employees and are 20% more likely to report reduced turnover.

According to Watson Wyatt Civility Survey and -Weber and Shadwick



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Your civility initiative may include some of these tools

STEP 1 - ASSESS THE CURRENT SITUATION

- Situational Analysis and Assessment
- Employee Trust Survey
- Civility Self-Assessment
- Multiple Intelligence Survey
- Workplace Toxicity Assessment

STEP 2 - OUTLINE A NEW STANDARD

Most people value civility. They want to treat one another with courtesy, kindness, and respect. However, sometimes, things get in the way. For individual within an organization civility breakdown behaving in a manner that is dismissing, discounting, and demeaning.

When rudeness becomes the norm, an accepted part of the workplace, you have got a problem. When incivility is a core driver of the organization, the direction is a downward spiral. The workplace is a perfect behavioral system, producing exactly the level of civility that you cultivate.

Create the framework for civility and professionalism, as a collection of positive behaviors and code of conduct, which produce feelings of respect, dignity, and trust.

Define civility and establishing specific principles that are required for employees to follow. The framework will enhance employee productivity, collaboration, moral, engagement and increasing the bottom line to name a few positive outcomes.

The framework will set a new standard by making civility as important as results. Re-align people along a value they already hold dear and want to bring forth. Permit individuals to focus on behaving in ways they already know are conducive to a productive working environment. Every effective leader knows you get farther faster working with people instead of against them.



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STEP 3 - EQUIP YOUR TEAM TO SUCCEED

Give employees skills. It is not enough to outline the new standard. Train employees to understand, respect and model them. According to Christine Pearson, 25% blamed their organization for not providing them with the basic skills they needed to be civil. 67% of Americans in a Civility in America survey said there is a strong need for civility training. If employees are not behaving well, and have communicated the organization's civility message, ask, "Have I also equipped them to succeed?" Don't assume everyone instinctively knows how to be civil; many people never learned the basic skills. To teach employees these skills, give explicit training that covers what civility looks like, describes situations in which employees sometimes act uncivilly, provides tips on how to maintain composure, and affords opportunities to practice behaving civilly in emotionally charged situations.

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STEP 4 - LEAD THE NEW STANDARD

A critical element of productive leadership is leading by example. Leading by example is the most effective and impactful way embed civility into the organizations culture. By leading by example and modeling civil behaviors actually bring civility to life in workplaces, builds trust and transforms your organization into greatness.

First leaders in the organization must take a look at their own wired and learned behaviors. Observe yourself from the outside. Are your habits leading by example and modeling civility...or not? You have done your "inner work" to pinpoint your uncivil habits, shift them, and model the new standard yourself. What next?

Next,, leverage and coach key players within your sphere of influence to become civility champions. The purpose of this coaching is to create a pocket of excellence: a "gold standard" of civility that will serve as a reference point throughout your workplace.



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STEP 5 - EMBED ACCOUNTABILITY

Is the organization's policies and programs reward civility or damaging civility? Is civility important to the people working within the organization? However, when it comes to bonuses, promotions, and discipline, the organization rewards results over respectful behavior? How does individuals in the organization hold one another accountable for the new organizational culture and their civility behavior code?

Accountability incorporates the organization as a whole and well as the individuals that make up that organization to continually be aware and bring together restraint, respect and consideration into the foundation of the organization. The organization and the employees cannot afford for your organizational civility culture to be considered insincere. Your impact within the organization may be small, and it is your responsibility to take steps to eliminate rudeness and support civility within your team's policies and programs. You can make decisions now that will embed civility into your workplace in the future.



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STEP 6 - TOOLS AND BEST PRACTICES

Civility at Work
Setting Workplace Standards
Increasing Social Intelligence
Building Trust
Standards of Professionalism
Civility and Leadership

STEP 7 - WORKPLACE CIVILITY CULTURE

A workplace civility culture requires positive gestures and must embed a code of behavior that comprises of respect, restraint, and responsibility. The organization itself as well the individuals function better, and employees are healthier and more engaged in such environments. Recent studies show that companies earn up to 30% more revenue than competitors and are four times more likely to have highly engaged employees and are 20% more likely to report reduced turnover according to Webber and Shandwick. In a Baltimore Workplace Civility Study, 83 % of respondents agreed that it was “very Important” to their wellbeing, to their health, to their performance and job satisfaction to work in a civil environment.