



OUR WHY? To partner with local governments so that Texas communities are **STRONGER TOGETHER**

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Safety Matters. Stay Connected.



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QR Codes for Presentation and Take Away Sheet



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Civility in the Workplace

Note: We are not attorneys and cannot provide legal advice. We strongly encourage you to have discussion related to this topic with your attorney and review your policies, federal, state and local laws, including your charter, ordinances and resolutions.



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Harassment and/or Discrimination

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EEOC Harassment Definition*

Harassment is a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA).

Harassment is unwanted or unwelcomed conduct behavior that is severe or pervasive and based on:

- Race
- Color
- Religion
- Sex
 - (including pregnancy, gender identity, & sexual orientation)
- Mental or Physical Disability
- Nationality
- Age
 - (40 & older)
- Genetic Information
 - (including family medical history)

*<https://www.eeoc.gov/harassment>

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Harassment*

- Harassment becomes unlawful where
 - Enduring the offensive conduct becomes a condition of continued employment, or
 - The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.
- Petty slights, annoyances, and isolated incidents (unless extremely serious) will not rise to the level of illegality. To be unlawful, the conduct must create a work environment that would be intimidating, hostile, or offensive to reasonable people.
 - Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.
- Prevention is the best tool to eliminate harassment in the workplace. Employers are encouraged to take appropriate steps to prevent and correct unlawful harassment. They should clearly communicate to employees that unwelcome harassing conduct will not be tolerated.

*<https://www.eeoc.gov/harassment>

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Title VII of the Civil Rights Act of 1964 UNLAWFUL EMPLOYMENT PRACTICES*

It shall be an unlawful employment practice for an employer

(1) to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's race, color, religion, sex, or national origin; or

(2) to limit, segregate, or classify his employees or applicants for employment in any way which would deprive or tend to deprive any individual of employment opportunities or otherwise adversely affect his status as an employee, because of such individual's race, color, religion, sex, or national origin.

*<https://www.eeoc.gov/statutes/title-vii-civil-rights-act-1964>

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- The target of the harassment
- AND
- And anyone affected by the offensive conduct (bystander).

**Who is
impacted by
the
harassment**

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Workplace Bullying



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Workplace Bullying Examples:

- Gossiping or spreading rumors about a coworker
- Yelling at, harshly criticizing, or belittling an employee
- Excluding or isolating an employee from team activities
- Intentionally overloading an employee with work
- Mocking or making fun of someone in front of others
- Unfairly denying promotions or opportunities

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Bullying

- Generally, not prohibited by any federal or state law
- Inappropriate and
- Unacceptable



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Workplace Bullying

Types of Experiences with Bullying	Proportion	Number
I am experiencing it now or have experienced it in the last year	.1325	21,275,127
I have experienced it before in my work life, but not in the last year	.1703	27,344,560
<i>Total of those with Direct Bullying Experience</i>	<i>.3028</i>	<i>48,619,687</i>
I have seen it happen (in-person or via remote work) to others	.1275	20,472,292
I know, but have not seen, that it happened to others	.0633	10,163,891
<i>Total of those who Witnessed It</i>	<i>.1909</i>	<i>30,652,240</i>
<i>Total of Americans Affected by Bullying</i>	<i>.4938</i>	<i>79,287,984</i>
I am, or have been, a perpetrator myself <i>Self-Identified Bullies</i>	<i>.0411</i>	<i>6,599,303</i>
I have not experienced or witnessed it: I do believe it happens in workplaces	.1349	21,660,488
I have not experienced or witnessed it: I believe that what others consider "mistreatment" happens	.0954	15,318,091
<i>"Believers"</i>	<i>.2303</i>	<i>36,978,580</i>
<i>Total of Americans Aware of Bullying</i>	<i>.6609</i>	<i>106,118,730</i>
I have no personal experience or knowledge of, or an opinion about, abusive mistreatment at work	.3390	54,432,213

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Workplace Bullying 101*

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*https://youtu.be/cLOA_wb0hrc?si=hWLuhOpclQ0Cej8t

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Under Texas law, supervisors, coworkers, and others may be held personally liable for engaging in or failing to stop sexual harassment. If sexual harassment of a City employee occurs and you do not report it immediately as set out in this policy, you may potentially be personally liable under the law.

Protected Class/Characteristic Harassment - In addition to the City's prohibition against sexual harassment, harassment because of any other legally protected characteristic is also strictly prohibited. This means that verbal or physical conduct that singles out, denigrates, or shows hostility or aversion toward someone because of race, religion, color, national origin, age, disability, pregnancy, sexual orientation, gender identity, genetics, veteran status, citizenship, or any other characteristic protected by law

BULLYING AND OTHER HARASSMENT

Definition of Bullying - Workplace bullying is defined as, misuse of power or influence through repeated verbal, physical, and/or social behavior such as, but not limited to, unwanted, offensive, humiliating, undermining behavior towards an employee or groups of employees that intends to and/or does cause physical, social and/or psychological harm, and interferes with an employee's work.



This policy applies to City employees, citizens, vendors, and other visitors to the workplace.

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City of Taylor Employee Handbook

Section 4: Bullying Policy and Procedure*

POLICY	PROCEDURE
The City of Taylor prohibits bullying by City employees. Bullying is defined as repeated, health-harming mistreatment of one or more people by one or more perpetrators. Examples of prohibited conduct that violates the City's policy against bullying include, but are not limited to: - Threatening, humiliating or intimidating behaviors. - Work interference/sabotage that prevents work from getting done. - Verbal bullying includes slandering, ridiculing or maligning a person or his or her family. - Persistent name-calling that is hurtful, insulting or humiliating. - Using a person as the basis of jokes; abusive and offensive remarks. - Physical bullying including pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property. - Gesture bullying includes nonverbal gestures that can convey threatening messages. - Exclusion, including socially or physically excluding or disregarding a person in work-related activities.	An employee who feels they have experienced bullying should immediately report this to their supervisor or to Human Resources Department. All employees are strongly encouraged to report any bullying conduct they experience or witness as soon as possible. Failure of a supervisor to report allegations of bullying will lead to disciplinary action if it is determined that the supervisor had knowledge but did not report the information immediately to the appropriate management. Retaliation against an individual for reporting bullying or for participating in an investigation or a claim of bullying is a serious violation of this policy and, like bullying itself, is prohibited. Acts of retaliation should be reported immediately to the supervisor and/or Human Resources Director and will be promptly investigated and addressed. *https://www.taylortx.gov/DocumentCenter/View/13257/City-of-Taylor-Personnel-Policies-Manual---effective-April-1-2025?bidId=

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Reflecting Respect?

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Is Our Reflection of Respect Clear?

"Workplace culture is a living organism that will create itself and grow without much effort. However, creating and sustaining a culture that is just not alive, but breathes life into others takes intentional effort and is a journey for the whole organization." **Craig Barnes**



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"Incivility can be described as general rudeness and display of disrespect towards others, and although it is more low-key than a blatant act of violence, it can still produce severely negative impacts on those who are involved directly or indirectly." **Viotti, S., Essenmacher**

Focused on primarily on **SELF**

Incivility (Disrespect)

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Un-Civilized Workplace and Possible Effects

Robert I. Sutton, PhD identified some possible behavior traits and potential organizational costs because of an uncivilized workplace.

- “Behavior that demeans or belittles others. This could include verbal abuse, bullying, or undermining colleagues.”
- “Financial and emotional costs that toxic individuals impose can reduce productivity, increase employee turnover, and create a hostile work environment.”
- “The toll toxic behavior takes on employees can lead to stress, anxiety, burnout, and decreased job satisfaction. This emotional damage not only affects individual well-being but also reduces overall team performance and engagement.”

Dr. Sutton shares in our organizations we should strive to maintain a “respectful, positive workplace culture by not hiring or tolerating people who engage in toxic behavior” and “that organizations must enforce this rule consistently to protect their culture.”

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Sacred Cows in the Workplace

"That's just the way he is."
 "He's always been like that."
 "No one wants to confront him."

Sacred Cow

Excusing behavior doesn't protect culture.
It defines it.

Heartland Creative STUDIO

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Five Strategies for Addressing Toxic Behavior in the Workplace*

**inclusiongeeks.com*

"Toxic behavior **corrodes** trust, **stifles** innovation, and **breaks down** the very foundation of a successful workplace. It shows up in unchecked behaviors, in cultures that value outcomes over people, and in power dynamics that silence or exclude."

Five strategies to possibly address toxic behavior in the workplace

1. Set the standard for behavior
2. Acknowledge power and privilege
3. Equip people to navigate conflict
4. Model accountability at every level
5. Build psychological safety

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Incivility Can Look Like...

- Ignoring people at work
- Gossiping/Rumors
- Profanity, crude jokes
- Exclusion
- Taking the end of the coffee and not making more
- Not holding the door open

Holding Doors Open For People



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Unexpected Kindness: The Civility Experiment*

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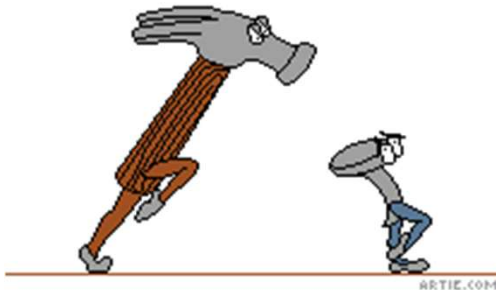
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<https://youtu.be/3CiCYPisD5w?si=cvhpXpxqIXNU5Nd1>

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*"I suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail." – **Abraham Maslow***



A cartoon illustration showing a large hammer with a face and legs running towards a small, cowering figure. The hammer has a grey head and a brown handle. The small figure is grey and blue. The background is white. The text 'ARTIE.COM' is visible at the bottom right of the illustration.

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Don't be entitled...

BE INVESTED

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Own the Change

Everyone cherishes the illusion that you can somehow force someone else (to change) and not do it yourself – which would be lovely – but you can't.

- Miss Manners



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What is the one thing we have complete control over?

We have total control over our words, our reaction to situations, our behaviors toward others who are different from us or whose beliefs and backgrounds are different from ours

"Civility costs nothing, and buys everything." **Mary Wortley Montagu**



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- Don't wait for someone to be nice to you, and avoid "getting even"
- Don't be afraid to put yourself in "Time Out" so you can 'cool off' before expressing yourself
- The biggest risk for your organization is not creating a culture of anger and incivility, but rather creating a "culture of indifference."

Thoughts

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The 4 Letter Word TIME

To help with a sense of inclusion/belonging, it requires the willingness and effort of **TIME**.

- *Taking*
- *Intentional (Purposeful/Genuine)*
- *Moments to*
- *Engage (Actively **Ask, Seek and Act**)*

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Living Our Organizational Culture

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WHY Culture?

“If you hire people just because they can do a job, they’ll work for your money. But if you hire people who believe what you believe, they’ll work for you with blood and sweat and tears.”

Simon Sinek *Finding Your Why*

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TIME Taking Intentional Moments to Engage

Small Moments. Big Impact. THRIVING Culture.

People First | Serve Beyond Self | Engagement is Everyone's Responsibility | THRIVING Culture is the Goal

DISCOVER
Discover what matters most to your people.

MARINATE
Let good things sink in and become part of our culture.

REINFORCE
Reinforce what works through consistent encouragement and support.

Listen. Act. Repeat.
That's how we build THRIVING Culture!

REMEMBER

- You don't need a title to lead.
- Small moments are powerful.
- Words matter. Actions matter more.
- It's OK to not be OK...
- BUT... it's NOT OK to not ask for help.

INTENTIONAL MOMENTS CREATE LASTING IMPACT

LISTEN 4 THE POP

What do you hear when you take the lid off of your organizational culture?

People are the heart.
Intentional actions are the roots.
THRIVING Culture is the result.

YOU HAVE THE POWER

- To see people.
- To listen.
- To encourage.
- To lead.
- To make a difference.

One moment at a time.
That's TIME.

PEOPLE FIRST | SERVE BEYOND SELF | ENGAGEMENT FOR ALL | *Craig Barnes* | Because of you, we grow. Together.

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20 Things We Should Say More Often* Kid President

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**https://youtu.be/m5yCOSHeYn4?si=-4_h0uGubHp1ZWrn*

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20 Things We Should Say More Often- Kid President

20 – Thank you	10 – I don't know
19 – Excuse Me	9 – Tell people they're awesome and mean it
18 – Here's a surprise corn dog	8 – Hello person I've never met before
17 – I'm sorry	7 – My sports team isn't always the best sports team
16 – I forgive you	6 – Nothing
15 – You can do it	5 – Funny noise
14 – I have BBQ sauce on my shirt, too	4 – I disagree with you, but I still like you as a person who is a human being and I will treat you like that because if I didn't it would make everything bad and that's what lots of people do and it's lame. It's ok to disagree but it's not ok to be mean.
13 – Please	3 – Sometimes you've just got scream
12 – Everything is going to be ok	2 – Life is tough but so are you
11 – You got me a corn dog, too?	

1 – Something nice. If you can't think of something nice to say, you're not thinking hard enough.

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You are each at the heart(beat) of your organizations and are daily impacting something bigger than self by breathing life into your mission, vision and values.

YOU Matter...
YOU Make a Difference...
YOU Are Investing Your TIME in



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OUR WHY? To partner with local governments so
that Texas communities are **STRONGER TOGETHER**

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