



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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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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A landscape image with a blue sky and green grass. The word "RESPECT" is written in large, bold, blue letters, and the word "deference" is written in smaller, green, lowercase letters below it.

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Harassment - Bullying - Incivility

There is a difference...

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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)

*EEOC.GOV

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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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Possible Bullying Behaviors



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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>	.0411	6,599,303
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/cL0A_wb0hrc?si=hWLuhOpclQ0Cej8t

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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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Civility Index - SHRM

CIVILITY INDEX SCORE
 SHRM's Q1 2024 Civility Index score is **42.3** out of 100, indicating that incivility is a common experience in the daily lives of U.S. workers. This signals an urgent need for people and businesses to take action to prevent incivility from escalating.

STATE OF CIVILITY: 10 (Staying Alert), 30 (Taking Action), 50 (This is Not a Drill), 70 (Code Red)

INCIVILITY + THE WORKPLACE
 Incivility threatens a healthy workplace. Let's transform the world of work, together.

40 NEARLY 40% OF DAILY ACTS OF INCIVILITY OCCUR IN THE WORKPLACE

44 44% OF U.S. WORKERS WHO WITNESSED OR EXPERIENCED INCIVILITY AT WORK SAID THEIR COWORKERS WERE INVOLVED

25 ONLY 25% OF U.S. WORKERS BELIEVE THEIR MANAGERS ARE EFFECTIVE AT HANDLING INCIVILITY

INCIVILITY + DAILY LIFE
 Our daily lives are saturated by incivility. We can do better.

2K acts of incivility PER SECOND
 120K acts of incivility PER MINUTE
 7M acts of incivility PER HOUR
 171M acts of incivility PER DAY

INCIVILITY + BUSINESS
 Incivility takes a toll on business. You can't afford it.

66% OF U.S. WORKERS AGREE THAT INCIVILITY REDUCES PRODUCTIVITY

59% OF U.S. WORKERS AGREE THAT INCIVILITY CAUSES A DECLINE IN EMPLOYEE MORALE

MORE THAN HALF OF U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL

Today the call for civility rings loudly, and it's our shared responsibility to foster respect and empathy that will allow people and business to thrive. We may not always agree, but we can each be a catalyst for civility – one conversation at a time.

SHRM Q1 Civility Index

In March 2024, SHRM surveyed 1611 U.S. workers to understand how often they experience or witness uncivil behavior in their daily lives and in the workplace. The data is weighted to ensure the survey results represent the experiences of the broader U.S. working population.

shrm.org/civility

RISK FACTOR

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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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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...

- Employee says “hello” to coworker and receives no response
- Door slamming
- Side conversations
- Gossiping/Rumors
- Profanity, crude jokes



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TML
RISK POOL

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Incivility Can Look Like...

- Ignoring people at work
- Answering calls in the middle of meetings
- Exclusion
- Taking the end of the coffee and not making more
- Not holding the door open



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TML
RISK POOL

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What is Civility?

- The act of **showing regard for others by being polite**, like the *civility* you showed in speaking kindly to someone who has hurt your feelings.
- Comes from the Latin word *civilis*, meaning "relating to public life, befitting a citizen," in other words, **being friendly and nice to everyone**.
- When you show civility, you use kindness and good manners. **You are respectful, even if you do not like that person very much**.



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What is Civility?

Civility is intentional actions.

Embody and model the behavior that you want to see.



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Unexpected Kindness: The Civility Experiment*

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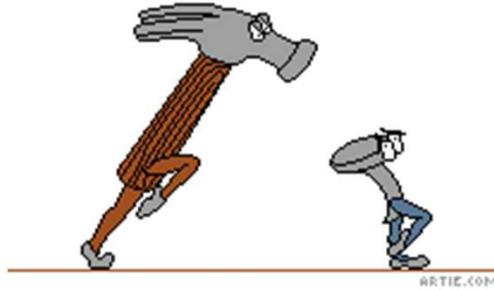
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<https://youtu.be/3CiYPisD5w?si=cvhpXpxqIXNU5Nd1>



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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**



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Don't be entitled...

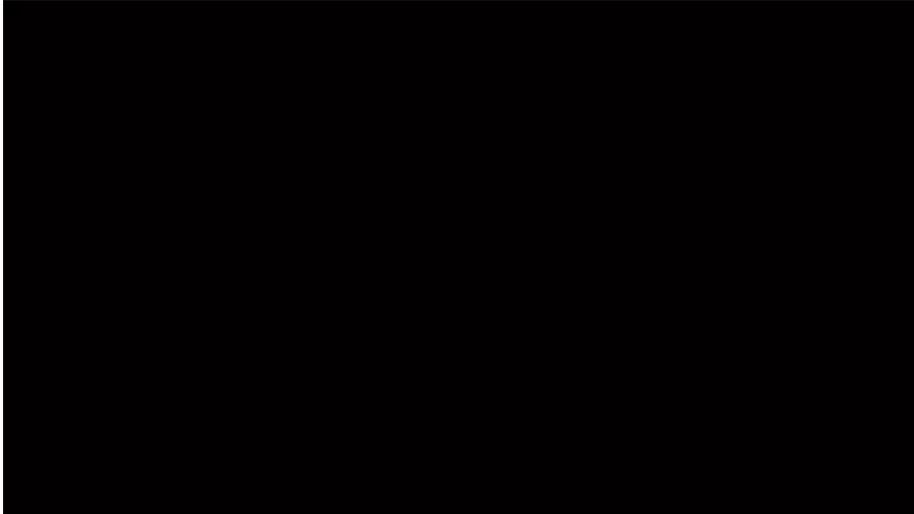
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Be Curious...Not Judgmental - Ted Lasso



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The BE's of Civility

BE

- *CURIOUS*
- *NON-JUDGMENTAL*
- *RESPECTFUL*
- *GENUINE*



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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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A Culture of Civility

- Have a cooperative approach
- Recognize individual differences
- Be open to adapting position
- Clearly defined expectations for how employees are to treat each other
- Reward civil behavior
- Encourage stress management
- Be respectful, even in disagreement
- Use active listening skills

Consider that you could be wrong



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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."

Final Thoughts

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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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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 Senek Finding Your Why

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**"Meet people
where they are,
but don't leave
them there."**

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Strength in Serving Beyond Self

*When we see/serve
beyond self, we
demonstrate our
strength by lifting
others up.*



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



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