

Civility in the Workplace

“R-E-S-P-E-C-T, find out what it means to me” Aretha Franklin

“Civility costs nothing and buys everything.” Mary Wortley Montague

Remember the Difference

Harassment: 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 unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, transgender status, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history). Harassment becomes unlawful where:

- 1) enduring the offensive conduct becomes a condition of continued employment, or
- 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. <https://www.eeoc.gov/harassment>

Bullying: repeated, harmful mistreatment of an employee by one or more employees; abusive conduct that takes the form of: verbal abuse, (physical and nonverbal) behaviors that are threatening, intimidating or humiliating, work interference or sabotage, or in some combination. <https://workplacebullying.org/defined/>

Incivility: Everyday disrespect or rudeness that can quietly spread negativity throughout a workplace.

Incivility Can Look Like...

- Ignoring coworkers or excluding others
- Gossiping or spreading rumors
- Harsh criticism or belittling comments
- Crude jokes or profanity
- Allowing disrespectful behavior to continue

The BE's of Civility

- BE Curious
- BE Non-Judgmental
- BE Respectful
- BE Genuine

(Servant) Leadership Reminders

- Ignoring toxic behavior is the same as allowing it
- Culture spreads relationally
- Respect must be modeled consistently
- Accountability protects culture
- Civility is intentional

“Food for Thought” Questions

- Am I helping reinforce psychological safety?
- Do people feel seen/heard around me?
- Am I contributing to connection to the organizational value/mission?
- What behaviors am I modeling for others?

“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

Own the change. Reflect respect. Be invested.
Help create a workplace culture where people feel seen, heard, valued, and safe.