

CIVILITY AND RESPECT IN THE WORKPLACE



**What Does Incivility Look Like in the Workplace?
THERE ARE 4 LEVELS**

CIVILITY involves treating people with dignity and respect, valuing individuals, and avoiding abrasive behaviors that intimidate, abuse or cause emotional harm. The truth is that civility often suffers initially, and incivility becomes more common in diverse environments!

Why? Because while the benefits of diversity, equity, and inclusion are indisputable, diversity and implicit bias can make it challenging to initially develop trusting respectful relationships.

Civility is about more than just being polite, although being polite is an excellent start. Civility is about being aware of other people's feelings, listening and seeking common ground as an initial point for dialogue when differences occur—while at the same time, recognizing that differences are enriching. Through positive, respectful communication, each individual has the power to improve morale, productivity and teamwork.

In The GIT Coach interactive civility curriculum, we:

- Clarify the expectation for civility in the workplace
- Present *Four Levels of Incivility* and clearly identify respectful behaviors
- Administer an assessment to quantify the level of incivility participants have experienced
- Identify a *Workplace Civility Model* with steps for bringing civility back to the workplace
- Create a dignity and respect challenge
- Develop a plan for workplace transformation

In our course we sensitize participants to the impact of four levels of uncivil behaviors from Level 1 Uncivil Behaviors of not listening, retreating into e-gadgets, and using jargon that others don't understand up to Level 4 Uncivil Behaviors of yelling, cursing, and bullying others. This course also introduces four steps for bringing civility back to the workplace. These steps can be presented as an action planning model for leaders or as a target for the organization. Either way, "*Civility and Respect in the Workplace*" creates the catalyst for transformation.