CIVILITY IN THE WORKPLACE

AGENDA

- Welcome & Purpose
- Expectations & Ground Rules
- Icebreaker
- Incivility vs. Civility
- Difficult Personalities
- Strategies to Enhance Civility
- Team Case Study
- Q & A

WELCOME

Chermale Casem, MBA, PHR

BONUS Steering Committee, Special Projects Chair

Business Officer III

THE UNIVERSITY OF MEMPHIS®

Loewenberg College of Nursing

EXPECTATIONS

Your Role...

- ✓Contribute your knowledge, experience and ideas.
- ✓Bring out the best in the people around you.
- ✓Have fun.

GROUND RULES

1. Everyone actively participates.
2. All ideas are valued.
3. Be curious, ask and listen.
4. Observe timeframes.

GROUND RULES

5. Seek higher ground and inspired action.
6. Create relationship-enhancing conversations.
7. Stay present.
8. No cell phones please.

ICEBREAKER

5-Minute Personality Test

Dr. Gary Smalley

The 4 Personality Types

Integrity Consultants

LION

Strengths	Weakness	Limitations
• Gets things done • Decisive • Persistent • Initiates change • Goal- Oriented	• Insensitive to others • Impatient (overlooks risks and facts) • Stubborn and unyielding • Argumentative • Dictatorial	• Needs to learn to LISTEN. • Want to do it MY way. • Greatest fear is losing CONTROL or not having a CHALLENGE.

OTTER

Strengths	Weakness	Limitations
• Very Social • Optimistic • Personable • Enthusiastic • Inspirational	• Impulsive • Verbally manipulative • Lacks follow-through • Permissive • Extremely talkative	• Needs to learn to PAUSE. • Wants to do it the EXCITING way. • Greatest fear is losing FACE or not having SOCIAL APPROVAL.

GOLDEN RETRIEVER

Strengths	Weakness	Limitations
• Calm • Accommodating • Supportive • Loyal • Values relationships	• Indirect with others • Resists quick change • Overly tolerant • Indecisive • Unable to express emotion	• Needs to learn to INITIATE. • Wants to do it the SAME way. • Greatest fear is losing STABILITY or losing a RELATIONSHIP.

BEAVER

Strengths	Weakness	Limitations
• High Standards • Orderly • Thorough • Analytical • Pursues excellence	• Too Perfect • Unrealistic expectations of self & others • Lacks spontaneity • Critical • Overly cautious	• Needs to learn to ADAPT. • Wants to do it the RIGHT way. • Greatest fear is being WRONG or being a CRITICIZED.

WORKSHOP OBJECTIVES

- Define incivility and civility
- Identify the different types of disruptive workplace behaviors
- Explore strategies to enhance civility and encourage a healthy and productive work atmosphere

CIVILITY IN THE WORKPLACE

Recent studies and polls indicate that Americans view incivility as a serious problem that is getting worse. One study found that ***60% of employees*** believe that ***co-workers' annoying behaviors negatively impact the workplace*** and, as a result, ***40% reported that they are looking for new employment***.

INCIVILITY vs. CIVILITY

- **Incivility** - "rude or disrespectful behavior that demonstrates a lack of regard for others." (Rau-Foster M. Workplace civility and staff retention. *Nephrol Nurs J*. 2004;31(6):702)

- **Civility** - authentic respect for others that requires time, presence, the will to engage in genuine discourse and intention to seek common ground. (Clark, 2010)

CIVILITY ISSUES

- Rudeness
- Bullying
- Inappropriate jokes
- Swearing or gestures
- Sexual Harassment
- Discrimination/Racial slurs
- Unprofessionalism

CIVILITY ISSUES

- Gossiping
- Being Ignored
- Lying
- Favoritism
- Insubordination
- Passing Blame for Mistakes
- Setting Others Up to Fail

COSTS OF INCIVILITY

- Time
- Income/Profit
- Lack of Energy at work
- Low Morale
- Productivity
- Lack of Confidence
- Job Enjoyment
- Integrity
- Reduced job satisfaction
- More staff turnover
- Mental/Physical health issues

“Everyone thinks of changing the world, but no one thinks of changing himself.”

-Leo Tolstoy

This Photo Unknown Author CC BY

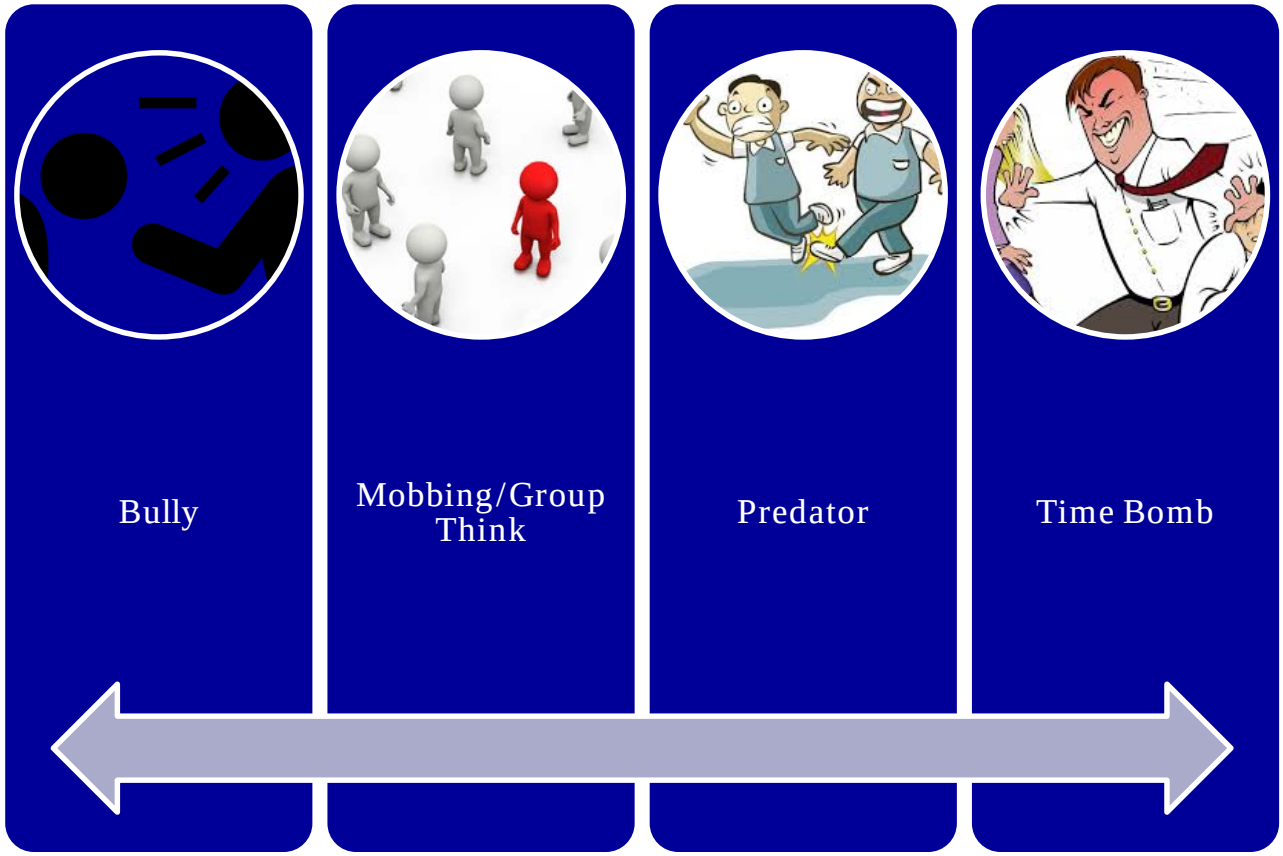
ARE YOU CIVIL?

Take the Assessment

http://www.christineporath.com/take-the-assessment/

“Mastering Civility: A Manifesto For The Workplace: Christine Porath

DIFFICULT PERSONALITIES



DIFFICULT PERSONALITIES

"BULLY"

- Blames others for mistakes
- Questions and cross-examines unnecessarily
- Makes unreasonable demands
- Withholds information from or shuts others out
- Sabotages by giving misinformation

DIFFICULT PERSONALITIES
"MOBBING/GROUP THINK"

- Initiates innuendo and rumors
- Publicly discredits & isolates Target from others
- Brands Target as "difficult"
- Assigns work with little or no direction
- Negative, abusive communication

DIFFICULT PERSONALITIES

"PREDATOR"

- Actively seeks ways to discredit the Target
- Publicly interrupts or corrects
- Steals credit for the Target's work
- Sets unreasonably high standards that cannot be met
- Keeps running tally of every error and mistake

DIFFICULT PERSONALITIES

"TIME BOMB"

- Threatens to fire
- Loses control – yelling and in your-face behavior
- Has recognized "trigger" events that staff and co-workers avoid
- Blames Target for their behavior
- Curses or threatens

MANAGING THE WORKPLACE BULLY

Managing the Workplace Bully Video

CIVILITY IN THE WORKPLACE

Ten Tips for Creating Respect and Civility in Your Workplace

Adapted from

Lorman Education Services Newsletter

Employment and Labor Update – April 2007

10 TIPS FOR CREATING RESPECT & CIVILITY

1. Think before acting
2. Create and inclusive work environment
3. Self-monitor the respect you display
4. Understand your “hot buttons”
5. Take responsibility for your actions

10 TIPS FOR CREATING RESPECT & CIVILITY

6. Adopt a solution-driven approach
7. Rely on facts rather than assumptions
8. Consider the needs of others
9. Don’t sweat the small stuff
10. Be a role model and bridge builder

CIVILITY IN THE WORKPLACE

Civility in the Workplace Video

"All this talk about civility is interfering with my constitutional right to yell at my co-workers."

This Photo b or is licensed unde CC BY-NC-ND

THE UNIVERSITY OF MEMPHIS

CIVILITY IN THE WORKPLACE

If ***each employee develops an awareness*** of respectful behaviors and necessary skills, it is anticipated that employees ***will serve as role models*** and that these ***behaviors will spread in the workplace and beyond***.

THANK YOU!!!

"Nothing will work unless you do."

-John Wooden