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.
5. Seek higher ground and inspired action.
7. Stay present.
8. No cell phones please.
5-Minute Personality Test
Dr. Gary Smalley

The 4 Personality Types
Integrity Consultants
<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weakness</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gets things done</td>
<td>Insensitive to others</td>
<td>Needs to learn to LISTEN.</td>
</tr>
<tr>
<td>Decisive</td>
<td>Impatient (overlooks risks and facts)</td>
<td>Want to do it MY way.</td>
</tr>
<tr>
<td>Persistent</td>
<td>Stubborn and unyielding</td>
<td>Greatest fear is losing CONTROL or not having a CHALLENGE.</td>
</tr>
<tr>
<td>Initiates change</td>
<td>Argumentative</td>
<td></td>
</tr>
<tr>
<td>Goal- Oriented</td>
<td>Dictatorial</td>
<td></td>
</tr>
<tr>
<td>Strengths</td>
<td>Weakness</td>
<td>Limitations</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Very Social</td>
<td>Impulsive</td>
<td>Needs to learn to PAUSE.</td>
</tr>
<tr>
<td>Optimistic</td>
<td>Verbally manipulative</td>
<td>Wants to do it the EXCITING way.</td>
</tr>
<tr>
<td>Personable</td>
<td>Lacks follow-through</td>
<td>Greatest fear is losing FACE or not having SOCIAL APPROVAL.</td>
</tr>
<tr>
<td>Enthusiastic</td>
<td>Permissive</td>
<td></td>
</tr>
<tr>
<td>Inspirational</td>
<td>Extremely talkative</td>
<td></td>
</tr>
</tbody>
</table>
## GOLDEN RETRIEVER

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

- Needs to learn to INITIATE.
- Wants to do it the SAME way.
- Greatest fear is losing STABILITY or losing a RELATIONSHIP.
# Beaver

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weakness</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Standards</td>
<td>Too Perfect</td>
<td>Needs to learn to ADAPT.</td>
</tr>
<tr>
<td>Orderly</td>
<td>Unrealistic expectations of self &amp; others</td>
<td>Wants to do it the RIGHT way.</td>
</tr>
<tr>
<td>Thorough</td>
<td>Lacks spontaneity</td>
<td>Greatest fear is being WRONG or being a CRITICIZED.</td>
</tr>
<tr>
<td>Analytical</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td>Pursues excellence</td>
<td>Overly cautious</td>
<td></td>
</tr>
</tbody>
</table>
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
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
ARE YOU CIVIL?

Take the Assessment

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

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

Bully
Mobbing/Group Think
Predator
Time Bomb
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

Workplace Bullies

“I throw everyone under the bus the minute their back is turned.”

“I want to know exactly what you’re doing.”

“I can’t be trusted.”

“It’s my way or the highway.”

“Fetch doggy.”

“I need it now, I said now!”

“I’m more important than the team.”

“I’m nosey.”

“I treat people like peasants.”

“I tell your secrets.”

“It’s your fault the project failed.”

“My time is more valuable than yours.”

“This place would close up without me.”

“How stupid are you?”

“If I leave I’ll take all my clients with me.”

“You’re incompetent.”

“I’m the MVP here. Everyone knows it.”

“You’re useless.”

“You’re a failure.”

“Get out of my way.”

“I spread gossip everywhere I go.”

“Everything you do is crap.”

“I take all the credit when things go right.”
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."

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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