Confidential   Impartial   Informal   Independent

UNDERSTANDING CIVILITY/INCIVILITY

"Civility's defining characteristic is its ties to city and society. The word derives from the latin civitas, which means "city," especially in the sense of civic community. Civitas is the same word from which civilization comes. The age-old assumption behind civility is that life in the city has a civilizing effect…Although we can describe civil as courteous, polite, and well mannered, etymology reminds us that they are also supposed to be good citizens and good neighbors."
"Choosing Civility" by P.M. Forni

A civil environment produces:
1. Collaborations
2. Ideas – innovation & creativity
3. Customer satisfaction
4. Retention
5. Supportive learning environment
6. Community of trust and inclusion

Source: Adapted from http://www.ala.org/advocacy/diversity/workplace/civility

The Price of Incivility:
- ✓ 48% intentionally decreased their work effort.
- ✓ 47% intentionally decreased the time spent at work.
- ✓ 38% intentionally decreased the quality of their work.
- ✓ 80% lost work time worrying about the incident.
- ✓ 63% lost work time avoiding the offender.
- ✓ 66% said that their performance declined.
- ✓ 78% said that their commitment to the organization declined.
- ✓ 12% said that they left their job because of the uncivil treatment.
- ✓ 25% admitted to taking their frustration out on customers

Source: "The Price of Incivility", Harvard Business Review, January 2013 Issue.
Authors: Christine Porath and Christine Pearson.

Stony Brook University

Bullying is an example of one type of incivility.

Bullying is:
- Intentional
- Misuse of power
- Targeted to an individual or a group
- On-going pattern over time
- Risk to health and safety
- Abusive environment
- Potential to escalate

Types of Bullying:
- Institutional
- Bullying from Managers
- Bullying of Managers
- Bullying by Colleagues
- Bullying by Clients

Source: Worksafe New Zealand – Best Practice Guideline/Preventing and responding to workplace bullying – February 2014

What can we do as individuals about incivility and bullying?
- Model civil and respectful behavior
- Learn about bystander intervention/referral
- Comply with institutional policies
- Encourage awareness and training about resources and policies that address uncivil behavior and promote civility
- Confidentially consult with campus offices
- As a supervisor you: 1) set the tone/expectations, 2) can offer training opportunities to staff in areas of *communication, conflict management, team building etc.* and 3) set regular staff meetings.