



# It's On ~~You~~: Creating a Culture of Civility in Your Workplace



**Tucker Miller, Esq.**  
Vice President, ELI Inc.



80%  
of employees  
believe incivility is  
a problem  
throughout their  
organization

Source: Workplace Bullying Institute

All people  
sometimes  
behave  
badly.



“On the whole human beings want to be good, but not too good, and not quite all the time.”

- GEORGE ORWELL,  
All Art is Propaganda: Critical Essay

All people  
sometimes  
behave  
badly.

**Civility**

**The time  
is always  
right to  
do the  
right  
thing.**

Martin Luther King, Jr.

# Civility

Politeness  
Courtesy

# Civility

Be Nice

Be Quiet

Behave

Politeness

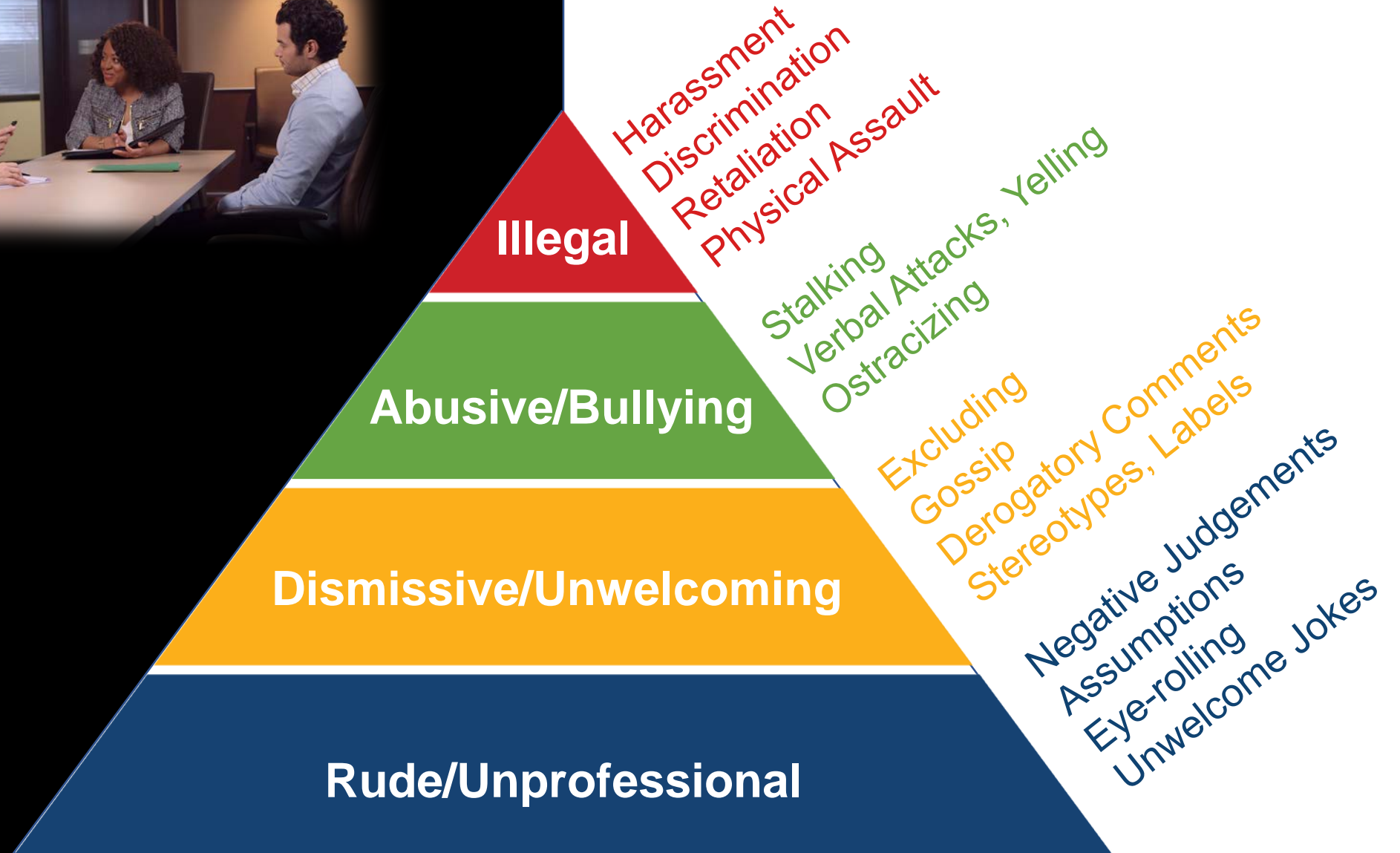
Courtesy

Don't Make Waves

Get Along

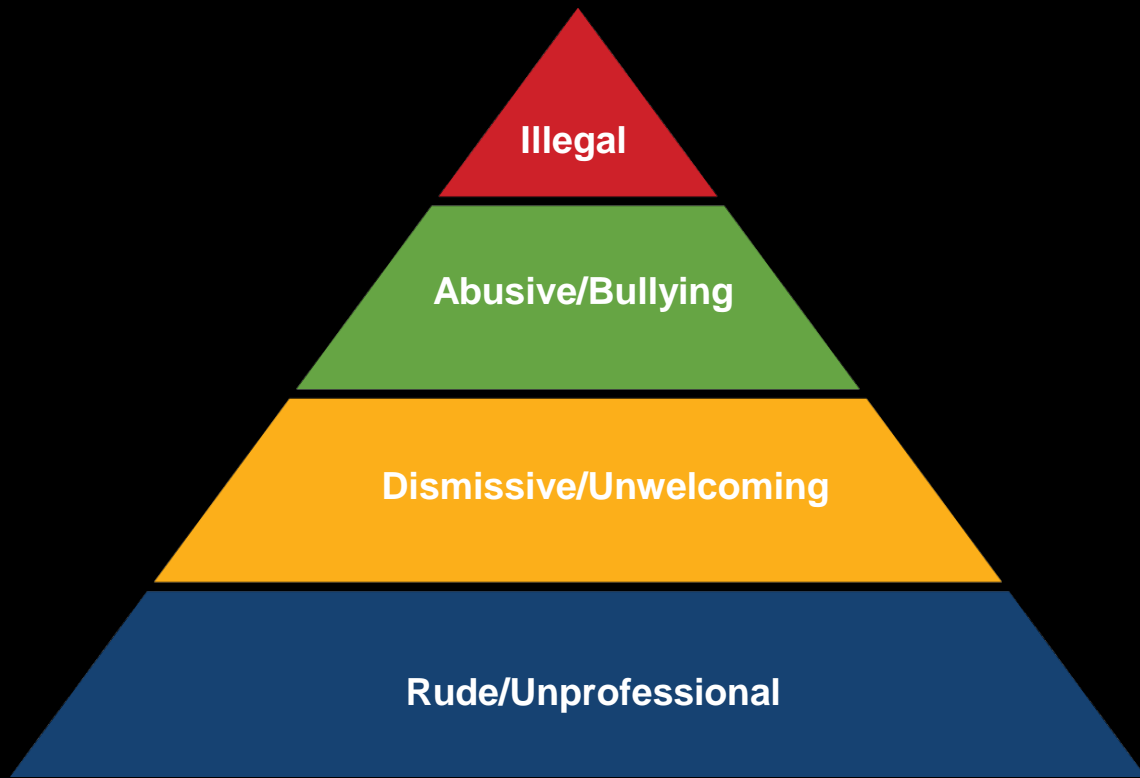
Look Away

# UNCIVIL TREATMENT





# UNCIVIL TREATMENT



\*\$14M per year for every 1,000 employees

\$14,000

annually  
per employee

Rosen, C. C., Koopman, J., Gabriel, A. S., & Johnson, R. E. (2016, August 8). Who Strikes Back. A Daily Investigation of When and Why Incivility Begets Incivility. *Journal of Applied Psychology*. Advance online publication. <http://dx.doi.org/10.1037/apl0000140>

The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It, authors Christine Pearson and Christine Porath, 2009.

# CIVIL TREATMENT

do the  
right  
thing



Be Nice

Be Quiet

Behave

Politeness  
Courtesy

Don't Make Waves

Get Along

Look Away

**CIVIL TREATMENT**

**do the  
right  
thing**

**Courage to  
do the  
right thing**

**#METOO**

**TIME'S<sup>™</sup>  
==UP**



# CIVIL TREATMENT

# UNCIVIL TREATMENT

AVOIDING

GOSSIPING

DISMISSIVE

YELLING

CLOSED

DEMEANING

HARSH

HUMILIATING

DECEPTIVE

MOCKING

WITHHOLDING

PUNISHING

INDIFFERENT

SABOTAGING

DIVISIVE

HARASSING

EXCLUSIVE

THREATENING

ABUSIVE

ASSAULTING

# CIVIL TREATMENT

WELCOMING  
RESPECTFUL  
OPEN  
KIND  
HONEST  
TRANSPARENT  
CARING  
COLLABORATIVE  
INCLUSIVE  
SAFE

# UNCIVIL TREATMENT

AVOIDING  
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# CIVIL TREATMENT

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What if  
**CIVILITY**  
were viewed as a  
cross-cutting  
**CULTURAL INITIATIVE**  
directly targeted to  
achieving mission  
success?

**WHAT**



**Mission**

**+**

**HOW**



**Values**



# #CULTURE



**LEADERS**

**BULLIES**

**BYSTANDERS**

# #CULTURE



**LEADERS**

**ELIMINATE  
BULLIES**

**BYSTANDERS**



# #ACCOUNTABILITY

ALIGN &  
MOBILIZE

**LEADERS**

**BYSTANDERS**



ALIGN &  
MOBILIZE

**LEADERS**

**BYSTANDERS**



8,000

5.29

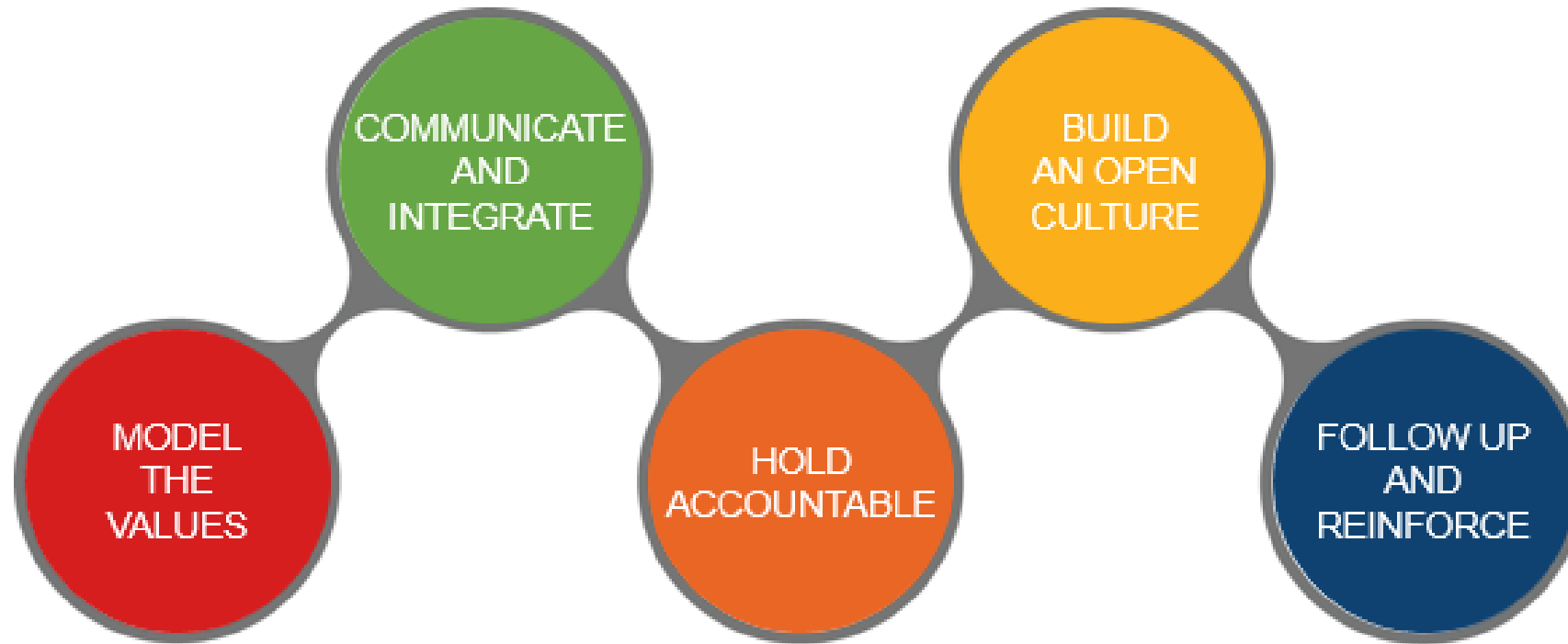


1. **Don't Run From Hard Truths**
2. **Be Prepared to Apologize**
3. **Listen to Understand**

4. **Engage Others in the Solution**
5. **Remember Why We're Here:  
Return to Mission and Values**
6. **Learn Together; Invest in  
Being Better**
7. **Commit to Making Changes**
8. **Become Role Models**



# Civil Treatment Leader Actions<sup>®</sup>



## Benefits

Increase trust  
Build teamwork  
Increase retention  
Increase productivity  
Create agency ambassadors



# #BUILDTRUST

ALIGN &  
MOBILIZE  
**LEADERS**

ENGAGE &  
EMPOWER  
**BYSTANDERS**





# #BUILDTRUST

ALIGN &  
MOBILIZE

**LEADERS**

How do we  
respond  
when issues  
are brought  
forward?

ENGAGE &  
EMPOWER

**BYSTANDERS**

Do people  
believe they  
can speak up  
without  
reprisal?

**#CULTURE**

**#ACCOUNTABILITY**

**#BUILDTRUST**

W!

#ITS0NME





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