It’s On You: Creating a Culture of Civility in Your Workplace

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All people sometimes behave badly.

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

Source: Workplace Bulling Institute
“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

Source: Oxford Dictionary
Civility

Be Nice
Be Quiet
Behave
Politeness
Courtesy
Don’t Make Waves
Get Along
Look Away
Illegal

Abusive/Bullying

Dismissive/Unwelcoming

Rude/Unprofessional

UNCIVIL TREATMENT

MISSION
ENGAGEMENT
FOCUS
SAFETY
PRODUCTIVITY
INNOVATION
EFFICIENCY
TALENT
TRUST

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 UP
CIVIL TREATMENT

UNCIVIL TREATMENT

AVOIDING
DISMISSIVE
CLOSED
HARSH
DECEPTIVE
WITHHOLDING
INDIFFERENT
DIVISIVE
EXCLUSIVE
ABUSIVE

GOSSIPING
YELLING
DEMEANING
HUMILIATING
MOCKING
PUNISHING
SABOTAGING
HARASSING
THREATENING
ASSAULTING
CIVIL TREATMENT

Welcoming
Respectful
Open
Kind
Honest
Transparent
Caring
Collaborative
Inclusive
Safe

UNCIVIL TREATMENT

Avoiding
Dismissive
Closed
Harsh
Deceptive
Withholding
Indifferent
Divisive
Exclusive
Abusive
CIVIL TREATMENT

Welcoming
Respectful
Open
Kind
Honest
Transparent
Caring
Collaborative
Inclusive
Safe

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
ACCOUNTABILITY

ALIGN & MOBILIZE LEADERS

Bystanders
ALIGN & MOBILIZE

LEADERS

Bystanders
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®

Benefits
Increase trust
Build teamwork
Increase retention
Increase productivity
Create agency ambassadors

MODEL THE VALUES
COMMUNICATE AND INTEGRATE
HOLD ACCOUNTABLE
BUILD AN OPEN CULTURE
FOLLOW UP AND REINFORCE
#BuildTrust

**Align & Mobilize Leaders**

**Engage & Empower Bystanders**

How do we respond when issues are brought forward?

Do people believe they can speak up without reprisal?
#Culture

#Accountability

#BuildTrust
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