HOW RUDE!

THE PRICE OF INCIVILITY IN THE WORKPLACE

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EROSION OF CIVILITY

Social Media/Internet

The White House

Politics in General

News Media

*https://www.webershandwick.com/news/civility/
CIVILITY IN AMERICA: AN ANNUAL NATIONWIDE SURVEY*

- 93% OF AMERICANS IDENTIFY INCIVILITY AS A PROBLEM
- 68% CLASSIFY INCIVILITY AS A “MAJOR” PROBLEM
- 74% BELIEVE CIVILITY IS WORSE COMPARED TO A FEW YEARS AGO
- 80% OF PEOPLE HAVE EXPERIENCED UNCIVIL BEHAVIOR
- 10.2 AVERAGE WEEKLY ENCOUNTERS WITH UNCIVIL BEHAVIOR

*HTTPS://WWW.WEBERSHANDWICK.COM/NEWS/CIVILITY/
CIVILITY IN THE LIBRARY

Experienced Incivility?

- 91.1% Yes
- 8.9% No

How Often?

- Weekly 30.9%
- Monthly 26.0%
- Yearly 16.5%
- Five Years 10.8%
- Daily 15.8%

“Incivility and Dysfunction in the Library Workplace.” Henry, Eshleman, Croxton, Moniz
“THE WORKPLACE CAN SERVE AS A SAFE HAVEN FROM THE INCIVILITY THAT CONFRONTS MANY AMERICANS IN EVERYDAY LIFE”

CIVILITY

• POSITIVE GESTURES OF RESPECT, DIGNITY, COURTESY, OR KINDNESS THAT LIFT PEOPLE UP

WHAT DOES CIVILITY IN THE WORKPLACE LOOK LIKE TO YOU?
CIVIL BEHAVIORS

Mutual Respect  Dignity  Courtesy
Kindness  Please  Thank You
Smile  Support  Greetings
INCIVILITY

• BEHAVIOR THAT OTHERS PERCEIVE AS RUDE OR DISRESPECTFUL

WHAT DOES INCIVILITY IN THE WORKPLACE LOOK LIKE TO YOU?
THE TELL TALE SIGNS

- Rude Behavior
- Disrespectful
- Intimidation
- Snarky Comments
- Ignoring Others
- Demeaning
“INCIVILITY IS IN THE EYES OF THE RECIPIENT. IT’S HOW PEOPLE FEEL THEY ARE TREATED”

-CHRISTINE PORATH
WHY DO WE CARE?

- Decreased Customer Satisfaction
- Decreased Work Effort
- Decreased Lost Work Time
- Decreased Creativity
- Decreased Quality of Work
- Decreased Morale
WHY DO WE CARE?

- EMOTIONAL LABOR
- STRESS
- HEALTH
WHY DO WE CARE?

STATE LIBRARY MISSION

THE COLORADO STATE LIBRARY (CSL) HELPS LIBRARIES, SCHOOLS, MUSEUMS, AND OTHER ORGANIZATIONS IMPROVE SERVICES, MAKING IT EASIER FOR ALL COLORADANS TO ACCESS AND USE THE MATERIALS AND INFORMATION THEY NEED FOR LIFELONG LEARNING.

STATE LIBRARY VALUES

• ACCESS
• EDUCATION
• INTEGRITY
• SERVICE
WHAT CAN SUPERVISORS DO?

WALK THE TALK
<table>
<thead>
<tr>
<th>WHAT CAN SUPERVISORS DO?</th>
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<tbody>
<tr>
<td>Adopt Policies</td>
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<tr>
<td>Accountability</td>
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<tr>
<td>Safe Space</td>
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<td>Training</td>
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<td>Take Action</td>
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<td>Express Appreciation</td>
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</tbody>
</table>
WHAT CAN I DO?

SELF-CARE
WHAT CAN I DO?

PERMISSION TO FEEL

Recognize
Understand
Label
Express
Regulate
WHAT CAN I DO?

TALK ABOUT IT
WHAT CAN I DO?
COMMUNICATION

- Listening
- Verbal
- Body Language
- Written
WHAT CAN I DO?

<table>
<thead>
<tr>
<th>Manage Yourself</th>
<th>Take responsibility for your actions</th>
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<tbody>
<tr>
<td></td>
<td>Model good behavior</td>
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<td></td>
<td>Follow up on promises</td>
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<td>Understand your triggers and hot buttons</td>
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<td>Rely on facts not assumptions</td>
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<td></td>
<td>How you respond when under stress</td>
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</table>
WHAT CAN I DO?

Bryan Cave’s Code of Civility

1. We greet and acknowledge each other.
2. We say please and thank you.
3. We treat each other equally and with respect, no matter the conditions.
4. We acknowledge the impact of our behavior on others.
5. We welcome feedback from each other.
6. We are approachable.
7. We are direct, sensitive, and honest.
8. We acknowledge the contributions of others.
9. We respect each other’s time commitments.
10. We address incivility.
PERMISSION TO FEEL

Unlocking the Power of Emotions to Help Our Kids, Ourselves, and Our Society Thrive

Marc Brackett, Ph.D.
Director, Yale Center for Emotional Intelligence
Professor, Yale Child Study Center

MASTERING CIVILITY
A Manifesto for the Workplace

CHRISTINE PORATH