

# THE PRICE OF INCIVILITY IN THE WORKPLACE



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# REFLECTION

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When do you feel disrespected?

When do you feel unheard?

CIVILITY	INCIVILITY

# WHY DO WE CARE?

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# WHAT CAN I DO?

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# CIVILITY CODE

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## Example: 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.

# MY CIVILITY CODE

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1. I will

2. I will

3. I will

4. I will

# RESOURCES

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## Books:

Porath, Christine. *Mastering Civility: A Manifesto for the Workplace*. Grand Central Publishing; 2016.

Brackett, Marc. *Permission To Feel: Unlocking The Power of Emotions To Help Our Kids, Ourselves, and Our Society Thrive*. Celadon Books; 2019.

## Digital Articles:

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Terez, Tom. "Civility at Work: 20 Ways to Build a Kinder Workplace."  
<http://www.crmlearning.com/blog/index.php/2011/01/civility-at-work/>

Meinert, Dori. "How to Create a Culture of Civility" Society for Human Resource Management. Digital Article. March 20, 2017.  
<https://www.shrm.org/hr-today/news/hr-magazine/0417/pages/how-to-create-a-culture-of-civility.aspx>

## Articles:

Ramsey, Robert D. "The Case for Civility in the Workplace." *Supervision*. December 2008, Vol. 69, Issue 12, Pages 3-6. Accessed January 10, 2020 through MasterFILE Premier.

Farrell, Maggie. Editor. "Leadership Reflections- Collegiality in the Workplace." *Journal of Library Administration*. Feb/Mar 2016, Vol. 56 Issue 2. P171-179. Accessed February 26, 2020 through Library, Information Science & Technology Abstracts with Full Text.

Henry, Jo; Eshleman, Joe; Croxton, Rebecca; Moniz, Richard. "Incivility and Dysfunction in the Library Workplace: Perceptions and Feedback from the Field." *Journal of Library Administration*. Feb/March 2018, Vol. 58 Issue 2, p.128-152. Accessed February 26, 2020 through Library, Information Science & Technology Abstracts with Full Text.

## Videos:

"Do Nice People Finish Last or Best?" Christine Porath TEDxUniversityofNevada  
<https://www.youtube.com/watch?v=py4P8b4t3DI>

## Websites

Kaetrena D. Davis-Kendrick, Renewals: Promoting Civility and Self-Care in the Workplace.  
<https://renewerslis.wordpress.com/2018/03/21/the-journey-begins/>

Renewers: Recovering from Low Morale in American Libraries. <https://www.facebook.com/groups/RenewersLIS>