



Civility in the Workplace



Overview/Description:

The prevalence and costs of incivility are on the rise in organizations. When employees are exposed to incivility in the workplace, they experience diminished self-control, which in turn creates increased incivility toward co-workers.

Incivility does not involve openly hostile behavior, threats or sabotage and therefore doesn't warrant the same legal attention or sanctions as other forms of mistreatment, such as harassment. Incivility could be as simple as a sarcastic reply to a co-worker's comment or a perceived rude sentence in an email.

This session will help you understand why we act less civil today and give some suggestions for making sure you don't exhibit behaviors that are uncivil.

Workshop Objectives:

At the end of this workshop, you will be able to:

- Recognize uncivil behaviors
- Understand the impact of workplace incivility
- Understand what may cause us to act in uncivil ways
- Learn suggestions for making the workplace civil



TARGET AUDIENCE:

ALL EMPLOYEES OF
AN ORGANIZATION



EXPECTED DURATION:

45-60 MINUTES