



Civility in the Workplace



Vensure Employer Services and our PEO Partners



Agenda

- 1 Definition of Civility
- 2 History of Incivility in the U.S
- 3 Forms of Incivility in the Workplace
- 4 Cost of Incivility in the Workplace
- 5 Strategies to Increase Civility
- 6 Q&A

Instructions for Submitting Questions with GoToWebinar



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- Please note that you will not see the questions or comments of others



- We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact webinarHRhelp@Vensure.com

Our Panelist



Robin Paggi
Training and Development Specialist

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Definition of Civility

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Polite, Respectable Behavior

2010: 65% Said Civility Is Declining In America

2018: 69% Said America Has Major Civility Problem

2020: 95% Said America Has a Civility Problem

Americans Found the 2016 Election Toxic

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History of Incivility in the U.S.

History of Incivility in the U.S.

There Were No "Good Old Days"

Politics

Slavery, Civil War

Indian Removal Act

Jim Crow

Japanese Internment

Backlash Against Muslims

Border Detention Camps

Sexual Harassment

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Forms of Incivility in the Workplace

Forms of Incivility in the Workplace

- Belittling
- Hurtful Teasing
- Gossiping
- Insults/Name Calling
- Taking Credit for Someone's Work
- Sabotage
- Exclusion



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Cost of Incivility in the Workplace

Cost of Incivility In the Workplace

- Decrease in Effort and Quality of Work
- Lost time at Work
- Decline in Performance
- Decline in Commitment to Organization
- Employee Turnover

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Strategies to Increase Civility

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Set a New Standard



Model the Standard



Coach the Standard



Accountability

6

Q&A



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**Thank You for
Your Time**

