

Reflect RESPECT to Connect

Graig Barnes -
TMLRP





RESPECT
deference

Reflecting Respect?

Is Our Reflection of Respect Clear?

“Workplace culture is a living organism that will create itself and grow without much effort. However, creating and sustaining a culture that is just not alive, but breathes life into others takes intentional effort and is a journey for the whole organization.” **Craig Barnes**



“Incivility can be described as general rudeness and display of disrespect towards others, and although it is more low-key than a blatant act of violence, it can still produce severely negative impacts on those who are involved directly or indirectly.” **Viotti, S.,
Essenmacher**

Focused on primarily on **SELF**

Incivility (Disrespect)

Un-Civilized Workplace and Possible Effects

Robert I. Sutton, PhD identified some possible behavior traits and potential organizational costs because of an uncivilized workplace.

- *“Behavior that demeans or belittles others. This could include verbal abuse, bullying, or undermining colleagues.”*
- *“Financial and emotional costs that toxic individuals impose can reduce productivity, increase employee turnover, and create a hostile work environment.”*
- *“The toll toxic behavior takes on employees can lead to stress, anxiety, burnout, and decreased job satisfaction. This emotional damage not only affects individual well-being but also reduces overall team performance and engagement.”*

Dr. Sutton shares in our organizations we should strive to maintain a *“respectful, positive workplace culture by not hiring or tolerating people who engage in toxic behavior”* **and** *“that organizations must enforce this rule consistently to protect their culture.”*

Incivility Can Look Like...

- Employee says “hello” to coworker and receives no response
- Door slamming
- Side conversations
- Gossiping/Rumors
- Profanity, crude jokes



Incivility Can Look Like...

- Ignoring people at work
- Answering calls in the middle of meetings
- Exclusion
- Taking the end of the coffee and not making more
- Not holding the door open

Holding Doors Open For People



Civility Index - SHRM

CIVILITY INDEX SCORE

SHRM's Q1 2024 Civility Index score is **42.3** out of 100, indicating that incivility is a common experience in the daily lives of U.S. workers. This signals an urgent need for people and businesses to take action to prevent incivility from escalating.



INCIVILITY + DAILY LIFE

Our daily lives are saturated by incivility. We can do better.



PER SECOND



PER MINUTE



PER HOUR



PER DAY

INCIVILITY + BUSINESS

Incivility takes a toll on business. You can't afford it.

66% OF U.S. WORKERS
AGREE THAT INCIVILITY
REDUCES PRODUCTIVITY

59% OF U.S. WORKERS
AGREE THAT INCIVILITY
CAUSES A DECLINE IN
EMPLOYEE MORALE



INCIVILITY + THE WORKPLACE

Incivility threatens a healthy workplace.
Let's transform the world of work, together.



NEARLY 40%
OF DAILY ACTS OF
INCIVILITY OCCUR
IN THE WORKPLACE



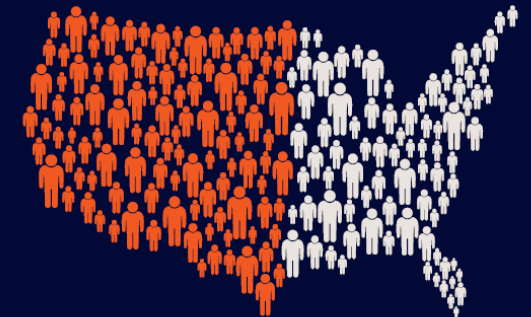
44% OF U.S. WORKERS
WHO WITNESSED
OR EXPERIENCED
INCIVILITY AT WORK
SAID THEIR COWORKERS
WERE INVOLVED



ONLY 25% OF U.S. WORKERS
BELIEVE THEIR
MANAGERS ARE
EFFECTIVE AT
HANDLING INCIVILITY

MORE THAN HALF OF U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL

Today the call for civility rings loudly, and it's our shared responsibility to foster respect and empathy that will allow people and business to thrive. We may not always agree, but we can each be a catalyst for civility – one conversation at a time.



shrm.org/civility

SHRM Q1 Civility Index

In March 2024, SHRM surveyed 1,611 U.S. workers to understand how often they experience or witness uncivil behavior in their daily lives and in the workplace. The data is weighted to ensure the survey results represent the experiences of the broader U.S. working population.

Living and Owning Respect (Civility)

What is Civility?

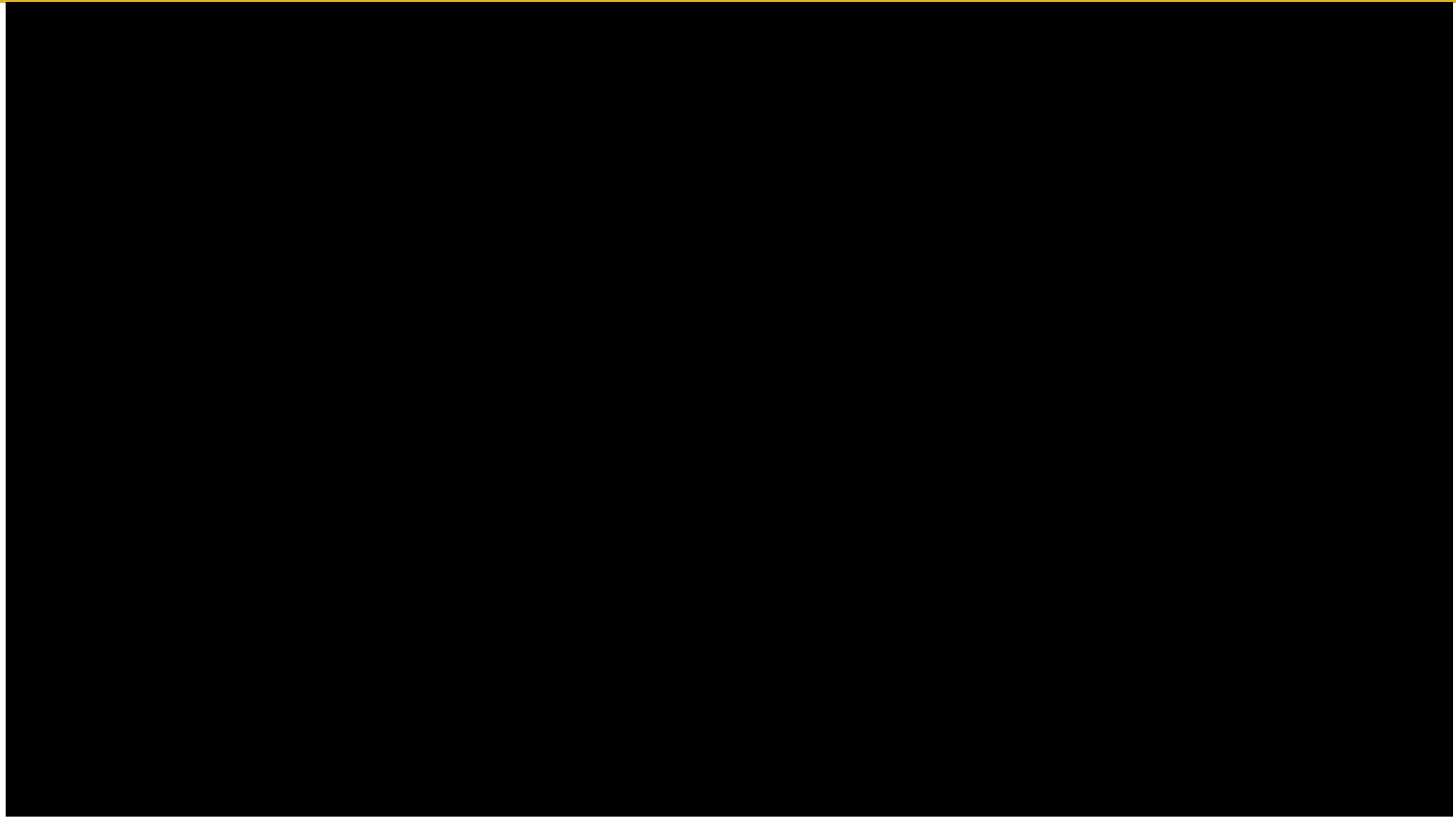
- The act of showing regard for others by being polite, like the *civility* you showed in speaking kindly to someone who has hurt your feelings.
- Comes from the Latin word *civilis*, meaning "relating to public life, befitting a citizen," in other words, being friendly and nice to everyone.
- When you show civility, you use kindness and good manners. You are respectful, even if you do not like that person very much.

What is Civility?

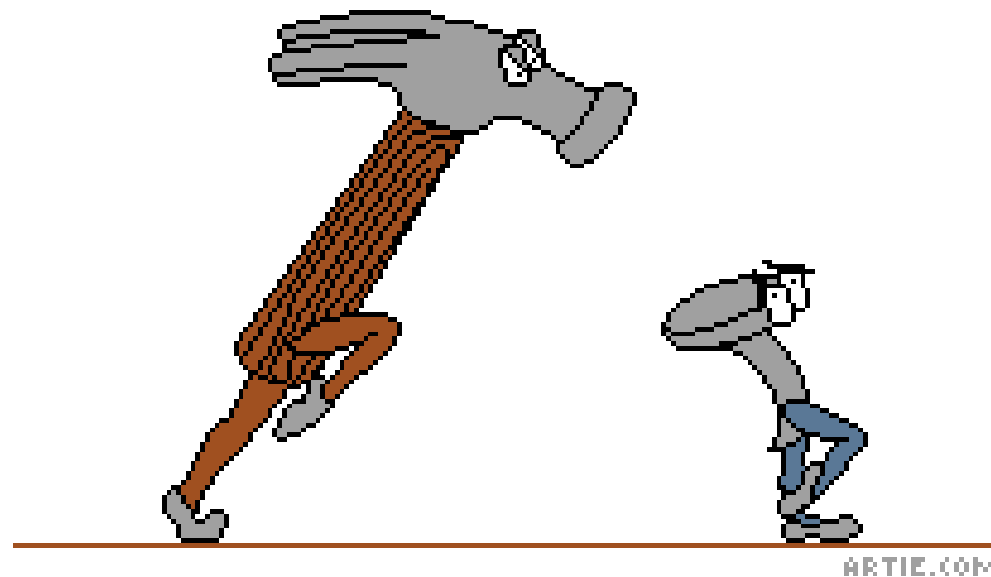
Civility is intentional actions.

Embody and model the behavior that you want to see.

Unexpected Kindness: The Civility Experiment*



“I suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail.” – **Abraham Maslow**



Own the Change

Everyone cherishes the illusion that you can somehow force someone else (to change) and not do it yourself – which would be lovely – but you can't.

- Miss Manners

“Find Out What It Means To Me”



Connecting With Respect

Don't be entitled...

BE INVESTED and ASK

Be Curious...Not Judgmental – Ted Lasso



The BE's of Care for Self (and Others)

BE

- *CURIOUS*
- *NON-JUDGMENTAL*
- *RESPECTFUL*
- *GENUINE*



A Culture of Civility

- Have a cooperative approach
- Recognize and Celebrate individual differences
- Be open to adapting position
- Clearly defined expectations for how employees are to treat each other
- Reward civil behavior
- Encourage stress management
- Be respectful, even in disagreement
- Use active listening skills

Consider that you could be wrong

**What is the
one thing we
have
complete
control over?**

We have total control over our words,
our reaction to situations, our behaviors
toward others who are different from us
or whose beliefs and backgrounds are
different from ours

Differences ARE the Difference

*"Civility costs nothing, and buys
everything."* **Mary Wortley Montagu**

Can We Hear the “Pop”?

*“**DISCOVER** your core values and purpose beyond just making money (core ideology) and combine this with the dynamic of **PRESERVE** the core/**STIMULATE** progress.”*



James C. Collins *Good to Great: Why Some Companies Make the Leap... and Others Don't*

**"Meet people
where they are,
but don't leave
them there."**

Kid President – For the Heroes

***“You want to be awesome?
Treat people AWESOME!”***



Weight of the World?

When we see/serve beyond self, we demonstrate our strength by lifting others up.





These pocket picks are intended to serve as 2 reminders

1. As an individual “musician” in your organization, YOU absolutely are making a difference to others on a daily basis with the passion of service you bring.

2. You are a VITAL part of your organization’s symphony, not only sharing your expertise and talent but also blending it in harmony with the other “musicians” who surround you.

We are each a member of our organization’s “symphony” and are daily connecting to/impacting something bigger than just self getting to demonstrate our mission, vision and values in a collective harmony.

*"Act as if what you do makes
a difference. It does."*

William James

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