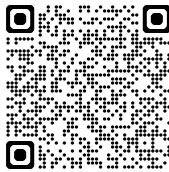




**OUR WHY?** To partner with local governments so that Texas communities are **STRONGER TOGETHER**

1

## Safety Matters. Stay Connected.



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2

## TMLIRP CyberBytes - Hank's Hacks Video #2



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## Our Coverages



Workers' Compensation



Liability



Property



Cyber Liability



Special Risk

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# Civility in the Workplace

*Note: We are not attorneys and cannot provide legal advice. We strongly encourage you to have discussion related to this topic with your attorney and review your policies, federal, state and local laws, including your charter, ordinances and resolutions.*



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## Learning Objectives

After attending this training session, participants will be able to:

- Identify the differences between harassment, bullying, and incivility
- Recognize bullying and uncivil behaviors
- Recognize causes of conflict
- Distinguish the differences between a conversation and a debate
- Model civil behaviors and communication
- Explain the critical elements of a civil culture

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**R-E-S-P-E-C-T,**  
find out what it means to me

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## **Core Values**

*“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*

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## Harassment - Bullying - Incivility

There is a difference...

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## Workplace Harassment (Hostile)

According to the EEOC, Harassment is unwanted or unwelcomed conduct behavior that is severe or pervasive and based on:

- Race
- Color
- Religion
- Sex
  - (including pregnancy, gender identity, & sexual orientation)
- Mental or Physical Disability
- Nationality
- Age
  - (40 & older)
- Genetic Information
  - (including family medical history)

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## Harasser can be:

- A person of authority (supervisor)
- An agent of the employer(contractor), a supervisor in another area, a co-worker or non-employee (delivery driver or resident)

## Who Is The Harasser

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- The target of the harassment

AND

- And anyone affected by the offensive conduct (bystander).

## Who is impacted by the harassment

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## Workplace Bullying



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## Bullying Behaviors

Constant and unfair criticisms

Excluding or isolating someone socially

Yelling, shouting, or screaming

Insults, put-downs, jokes

Hostile glares or intimidating gestures

Malicious gossiping

Monopolizing supplies/resources

Overt threats, aggression, or violence

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## Bullying

- Generally, not prohibited by any federal or state law
- Inappropriate and
- Unacceptable



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## Workplace Bullying

| Types of Experiences with Bullying   | Proportion   | Number             |
|--|--------------|--------------------|
| I am experiencing it now or have experienced it in the last year                                   | .1325        | 21,275,127         |
| I have experienced it before in my work life, but not in the last year                             | .1703        | 27,344,560         |
| <i>Total of those with Direct Bullying Experience</i>  | <i>.3028</i> | <i>48,619,687</i>  |
| I have seen it happen (in-person or via remote work) to others                                     | .1275        | 20,472,292         |
| I know, but have not seen, that it happened to others  | .0633        | 10,163,891         |
| <i>Total of those who Witnessed It</i>   | <i>.1909</i> | <i>30,652,240</i>  |
| <i>Total of Americans Affected by Bullying</i>   | <i>.4938</i> | <i>79,287,984</i>  |
| I am, or have been, a perpetrator myself <i>Self-Identified Bullies</i>                            | .0411        | 6,599,303          |
| I have not experienced or witnessed it: I do believe it happens in workplaces                      | .1349        | 21,660,488         |
| I have not experienced or witnessed it: I believe that what others consider "mistreatment" happens | .0954        | 15,318,091         |
| <i>"Believers"</i>   | <i>.2303</i> | <i>36,978,580</i>  |
| <i>Total of Americans Aware of Bullying</i>  | <i>.6609</i> | <i>106,118,730</i> |
| I have no personal experience or knowledge of, or an opinion about, abusive mistreatment at work   | .3390        | 54,432,213         |

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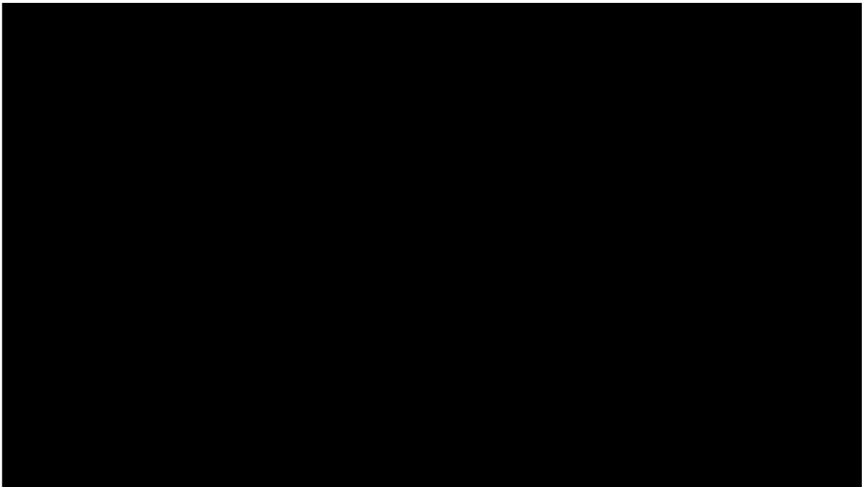


**Workplace Bullying 101\***

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*\*[https://youtu.be/cL0A\\_wb0hrc?si=hWLuhOpclQ0Cej8t](https://youtu.be/cL0A_wb0hrc?si=hWLuhOpclQ0Cej8t)*

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“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

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## Forms of Incivility

- Employee says “hello” to coworker and receives no response
- Door slamming
- Side conversations
- Gossiping/Rumors
- Backstabbing
- Exclusion
- Disregard for people’s time
- Profanity, crude jokes



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## Forms of Incivility

- Ignoring people at work
- Walking away from conversations\*
- Answering calls in the middle of meetings
- Publicly mocking and belittling people
- Taking the end of the coffee and not making more
- Constantly complaining
- Not holding the door open
- Failure to respond to emails or phone calls



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## Effects of Workplace Incivility

- Lower employee morale
- Reduced workplace "citizenship" behaviors (littering, carelessness with handling equipment and facilities, not taking care of others, etc.)
- Reduced team effectiveness



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## Costs of Workplace Incivility

- Lost work time, productivity and quality
- Lost employees/high turnover rate
- Decrease in feelings of teamwork
- Work avoidance
- Lowered job motivation
- Health costs due to stress
- WC claims
- Harassment claims
- Citizen complaints
- Bad customer service



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## 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.**



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# What is Civility?

Civility is intentional actions.

Embody and model the behavior that you want to see.



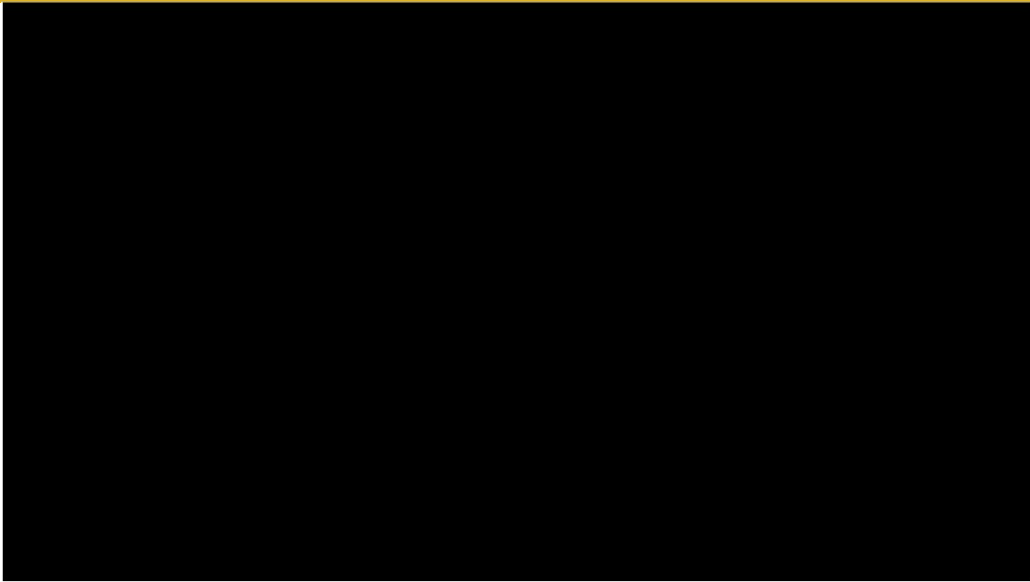
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## Unexpected Kindness: The Civility Experiment\*

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Building for the Future <https://youtu.be/3CiCYPisD5w?si=cvhpXpxqIXNU5Nd1>

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# 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.

# 42.3



STATE OF CIVILITY: Incivility is rare (Zone 1, 0-10)  
 STAY ALERT: Occasional incivility (Zone 2, 10-30)  
 TAKE ACTION: Incivility is common (Zone 3, 30-50)  
 THIS IS NOT A DRILL: Frequent incivility (Zone 4, 50-70)  
 CODE RED: Constant incivility (Zone 5, 70-100)

**INCIVILITY + THE WORKPLACE**

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

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

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

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

**INCIVILITY + DAILY LIFE**

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



2K acts of incivility PER SECOND  
 120K acts of incivility PER MINUTE  
 7M acts of incivility PER HOUR  
 171M acts of incivility 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

**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 1611 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.

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# Don't be entitled...

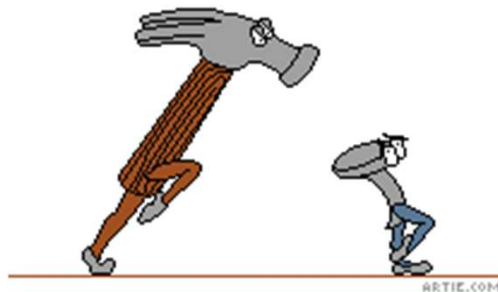
## BE INVESTED

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*"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**



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## Where do we start the change?

What is the difference  
between

Debate

AND

Conversation?



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## 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*



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## A Culture of Civility

- Have a cooperative approach
- Recognize 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*



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## 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

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



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- Don't wait for someone to be nice to you, and avoid "getting even"
- Don't be afraid to put yourself in "Time Out" so you can 'cool off' before expressing yourself
- The biggest risk for your organization is not creating a culture of anger and incivility, but rather creating a "culture of indifference."

## Final Thoughts

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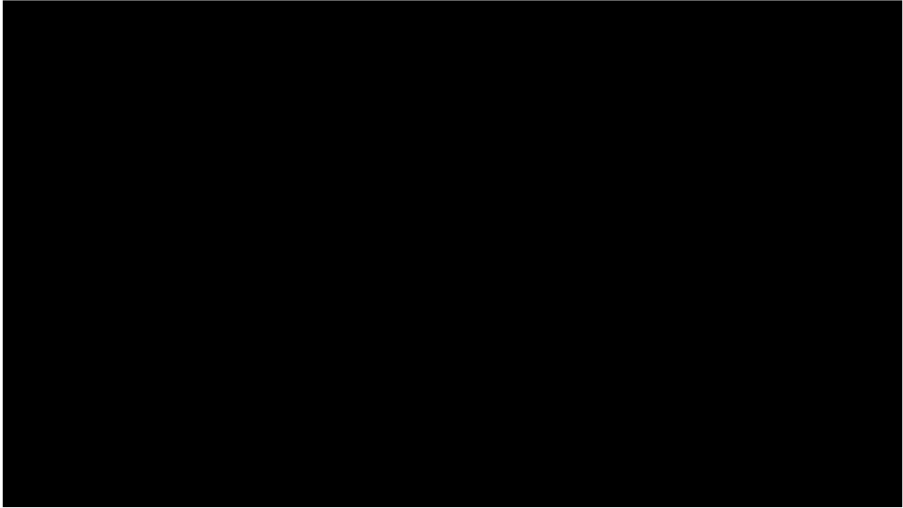
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## ***20 Things We Should Say More Often\**** **Kid President**


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*\*[https://youtu.be/m5yCOSHeYn4?si=-4\\_h0uGubHp1ZWrn](https://youtu.be/m5yCOSHeYn4?si=-4_h0uGubHp1ZWrn)*

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## 20 Things We Should Say More Often- Kid President

|   |  |
|---|--|
| <b>20</b> – Thank you   | <b>10</b> – I don't know   |
| <b>19</b> – Excuse Me   | <b>9</b> – Tell people they're awesome and mean it   |
| <b>18</b> – Here's a surprise corn dog  | <b>8</b> – Hello person I've never met before  |
| <b>17</b> – I'm sorry   | <b>7</b> – My sports team isn't always the best<br>sports team   |
| <b>16</b> – I forgive you   | <b>6</b> – Nothing   |
| <b>15</b> – You can do it   | <b>5</b> – Funny noise   |
| <b>14</b> – I have BBQ sauce on my shirt, too   | <b>4</b> – I disagree with you, but I still like you as a person who is a human being and I will treat you like that because if I didn't it would make everything bad and that's what lots of people do and it's lame. It's ok to disagree but it's not ok to be mean. |
| <b>13</b> – Please  | <b>3</b> – Sometimes you've just got scream  |
| <b>12</b> – Everything is going to be ok  | <b>2</b> – Life is tough but so are you  |
| <b>11</b> – You got me a corn dog, too?   |  |
| <b>1</b> – <i>Something nice. If you can't think of something nice to say, you're not thinking hard enough.</i> |  |

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## WHY Culture?

*“If you hire people just because they can do a job, they’ll work for your money. But if you hire people who believe what you believe, they’ll work for you with blood and sweat and tears.”*

**Simon Senek** *Finding Your Why*

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*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.*

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

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## Weight of the World?

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



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

William James

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**OUR WHY?** To partner with local governments so that Texas communities are **STRONGER TOGETHER**

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