“Cultivating Workplace Civility”

Presenter:
Mrs. Lisa C. Johnson, UMES HR Assistant Director
Agenda

- Workplace Civility Defined
- Civility on the College Campus
- Healthy/Unhealthy Behaviors
- Civility in Email
- Campus Safety
- The Golden Rule
- Q&A
Workplace Civility Defined

“Civility usually is demonstrated through manners, courtesy, politeness, and a general awareness of the rights, wishes, concerns, and feelings of others.”

To whom should I demonstrate civility?

- Supervisors/Management
- Co-workers/colleagues in my department and in other departments
- Direct reports
- Customers: Students, parents, visitors, and the general public
Workplace Incivility

“Any self-centered behavior that is impolite...or shows a disregard for rights and concerns for others.”
(Weeks, 2011, p. 7)
Why should I care about Civility?

Would you excuse me a moment? Someone’s trying to get my attention.
Civility on the College Campus

Gone are the “good old days”

Did the younger generations forget how to act civilly or were they never taught?

*MODEL THE WAY!!!!!*
Civility on the College Campus (continued)

- Four Generations in the Workplace
  - Each generation has *different* perspectives and *different* values related to work, authority, socialization and skills.
Four Generations in the Workplace

- *Traditionals or Matures* – born between 1909 and 1945
- *Baby Boomers or Boomers* – born between 1946 and 1964
- *Generation X or Xers* – born between 1965 and 1979
- *Generation Y, Ys, Millennials, or Next Generation* – born 1980 or later

Considerations:
1. Organizational loyalty
2. Employee motivation
3. Work-related values & attitudes
# MANAGING ACROSS GENERATIONS

<table>
<thead>
<tr>
<th>Views</th>
<th>Veteran</th>
<th>Boomer</th>
<th>Gen X</th>
<th>Gen Y</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
<td>Dream</td>
<td>Birthright</td>
<td>Tool</td>
<td>Mandatory expectation and incredible expense</td>
</tr>
<tr>
<td><strong>Loyalty</strong></td>
<td>Unquestioned</td>
<td>To the Organization</td>
<td>To the Occupation</td>
<td>To Self Interest</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>Hope to Outlive it</td>
<td>Pretend to Master it</td>
<td>Enjoy it</td>
<td>Employ it in Everything You Do</td>
</tr>
<tr>
<td><strong>Employment</strong></td>
<td>Grateful to have a job</td>
<td>You owe me a job</td>
<td>Your job has to relate to what I like</td>
<td>Work is like a cafeteria</td>
</tr>
</tbody>
</table>
Healthy/Unhealthy Behaviors

“An eye for an eye makes the whole world blind”
~Mahatma Gandhi

Contributors to Incivility/Unhealthy Behaviors:

- Long hours / overwork
- “Hot” temperament
- Workplace stress
- Inflexibility
- Passive aggression
- Hurt feelings
- Intolerance of individual differences
Healthy/Unhealthy Behaviors (continued)

Healthy Behaviors

• Remember pleasantries
• No interrupting
• Be open-minded
• Say what you mean
• Be aware of your tone and volume
• Don’t argue for the sake of arguing; Pick your battles
• Be respectful, even in disagreement
Civility in Email

- Don’t ignore emails
- Consider whether your point is better communicated in person
- Don’t forget pleasantries, e.g., “Hello”
- Be aware of tone
- Have a trusted colleague review before sending
- Keep emails to the point
Campus Security

www.umes.edu/emergency

- Plan(s)
- Guide(s)
- Policies/Procedures
- Behavioral Assessment Team
- Safety Tips/Checklists
- Campus Alerts (Texts, Emails)
- Campus Safety - Handout
Closing Points

• Being civil does not mean:
  – “Rolling over and playing dead”
  – Being someone you are not
  – Avoiding conflict when it is necessary

• Being civil does mean:
  
  Do unto others as you would have them do unto you.
Golden Rules

**DO**
- Be gentle
- Be kind and helpful
- Work hard
- Look after property
- Listen to people
- Be honest

**DO NOT**
- Hurt anybody
- Hurt people’s feelings
- Waste your or other people’s time
- Waste or damage things
- interrupt
- Cover up the truth
What questions can I answer?
“Be civil to all, sociable to many, familiar with few, friend to one, enemy to none.”

- Benjamin Franklin