CIVILITY

Our workplace reflects society at large encompassing a board range of human behaviors from incivility to civility. Sometimes being uncivil can happen without you even realizing; i.e., an overlooked email, missed meeting, or forgotten acknowledgment. These lapses may seem innocent and excusable, but if repeated, can convey a lack of respect for others and lead to workplace issues.

Demonstrating civility means showing regard for those around you and being thoughtful, courteous, and polite. If you develop an awareness of respectful manners, it is anticipated you can serve as a role model and your actions will spread in the workplace and beyond.

"We must be the change we wish to see in the world" - Gandhi

The following are ten tips to consider in accomplishing this goal:

- Simply being observant and considering someone else's needs can go a long way toward making others feel valued and appreciated.
- Make time to acknowledge others with a smile or nod, remember someone's name and say hello, congratulate a team member on an accomplishment, and remember to thank someone for their help.
- One of the most basic rules of respect is accepting another person's "no," even if it's subtle and they don't say it directly.
- Before acting, consider the impact of your words and actions on others. Self-monitor the respect you display in all areas of your communications, including written, body language, verbal, and audio by actively listening without interruption.
- Be respectful of others' schedules by making it easy for them to choose a better time to respond to you. Be careful to not send the message your time is more important. Manage your own schedule to avoid creating emergencies for others.
- Create an inclusive work environment. Everyone deserves to feel welcome and part of the team. Only by recognizing and respecting individual differences and qualities can your team and organization fully realize its potential.
- View difficult situations from a broader and more realistic perspective by considering what they mean in the overall scheme of things.
- Adopt a positive and solution-driven approach in resolving conflicts. Gather relevant facts before acting on assumptions that can damage relationships.
- Take responsibility for your actions, know your triggers, practice self-restraint, and apply anger management skills when responding to potential conflicts.
- Ask for feedback to learn how you are coming across to others, listen to their feedback, and then take action to improve.

Practice civility where you respect yourself, demonstrate respect for others, and take advantage of every opportunity to proactively promote these behaviors to preserve the norms of mutual respect in the workplace. Your actions of exhibiting these standard decent human behaviors can inspire others to maintain the same levels of civility.