



# Workplace Civility

**Presenter:**

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## Objectives

- Define civility in the workplace and everyone's involvement
- Understand incivility and the costs of incivility as it pertains to the workplace
- Review the importance of workplace civility and how to cultivate it
- Discuss how to promote civility in the workplace
- Demonstrate techniques on overcoming workplace incivility

# What is Workplace Civility?

- Defined as: behaviors that help to preserve the norms for mutual respect in the workplace
- Strong connection between civility and ethics
- Goal is to perform acts of kindness, build positive relationships and proactively promote civility
- Quality of Life plays a role
- Customer Service is the biggest weapon used to achieve workplace civility

# The Effects of Incivility

- Erode organizational culture
- Negative impact on productivity
- Cost companies excessive fees
- Loss of good, loyal employees



# Workplace Civility Involves Everyone



- Accountability is one of the focuses when it comes to patient care as well as relations among co-workers, leaders, vendors, and other associates.
  - It starts with communication – verbal, non-verbal or written
  - Employees need to not only understand what civility means but also how to recognize uncivil behavior
- Restoring & increasing pleasure of working in the healthcare industry after experiencing incivility is another battle
- It is our moral responsibility to assist in positively influencing civility within our workplace

# Importance of Workplace Civility

- Workplace should allow employees to feel safe and comfortable
- Civility plays a role on moral, productivity and the organizations' customer relations
- Feeling respected and appreciated are proven to be successful characteristics that lead to employee loyalty



- Employees surrounded by anger, frustration, intolerance or even violence are in a toxic and uncivil environment
- Stress is caused by large workloads, long hours, and strict deadlines
- Uncivil workplace leads to anxiety, depression and even physical illnesses

# Effects of Incivility on Customer Service

Another concern with uncivil surroundings are the negative impact on productivity and damage to the business or organization.

- Poor behaviors displayed in the presence of the customer
- Employees inability to cope with uncivil situations

Focusing on addressing workplace civility concerns should be held to as high as a standard as the basic operations of the business.

Etiquette is important and will affect the likelihood of the customers returning for service.



# Cultivate Workplace Civility

Leaders must ensure that they are addressing any concerns or misunderstanding by means of effective communication as this is key to maintain a strong bond between civility and morale as well as productivity

- Step 1 – Set a new standard
- Step 2 – Model the standard
- Step 3 – Coach the standard
- Step 4 – Embed accountability to the standard





# Cultivate Workplace Civility – Step 1

## “Set a new standard”

- Demonstrate how to be civil through displaying positive behaviors that produce feelings to include respect, dignity and trust
- “Treat others how you want to be treated”
- Set a standard across the boards that civility is as important

**Outcome: higher productivity, increased morale, perfect behavioral system and promoting people’s apply core values despite working conditions.**

# Cultivate Workplace Civility – Step 2

## “Model the Standard”

- Leaders must model the standards they set in order for them to be effective
- Opportunity for leaders and staff to reset the clock and eliminate bad habits
- Demonstrate ability to evolve in areas of compassion, integrity and trust

**Outcome:** By stepping back and looking at your own behaviors, leaders can develop habits to model civility in the workplace.

# Cultivate Workplace Civility – Step 3

## “Coach the standard”

- Leaders have to coach their employees on applying the necessary skills
- Use the title and authority tied to being a leader to leverage the influence on creating a “gold standard” of civility in your workplace
- Focus on positives and reviewing alternative options of opportunity

**Outcome: Building human-to-human connections based on genuine communication will make people feel appreciated.**

## Cultivate Workplace Civility – Step 4 “Embed accountability to the standard”

- Promote and reward those who follow the standards set
- Focus on taking steps to remove the incivility within an organization
- Celebrate the civility that has been adopted into the team’s policies and programs

**Outcome: Processes implemented to cultivate workplace civility will remain successful into the future.**

# Other Influences on Healthcare



Aside from modeling good behavior, leaders should also:

- Avoid making excuses
- Hold each AND every person accountable
- Define when conduct is acceptable; point out when it is not
- Hire & train for POSITIVE workplace civility
- Pay attention to how things are handled in the larger scheme of things



# Cost of Incivility

Uncivil behavior affects employees directly and the organization indirectly. There is a monetary value concern of losing employees and the cost to replace and train new employees; however, the costs of incivility outweigh anything money can buy.

Employees who feel less than appreciated are most likely to partake in the following:

- Refrain from making suggestions or creating new ideas
- Purposely decrease level of individual productivity
- Avoid assisting co-workers or attending to the needs of leaders
- Demonstrate poor customer service and promote inefficiencies
- Call out sick and avoid going to work or leave the company completely

# Combatting Workplace Incivility

## Knowing Your Toxic Employees

Some of the common types of toxic employees include:

- **Slackers** – never around, arrive late, take long lunches, quick to make excuses
- **Volcanos** – build-up emotions and then explode; make others uncomfortable; or display poor customer service
- **Martyrs** – opposite of team player; take on lots of projects, come to work sick, difficult to manage
- **Pessimists** – black cloud in office; constantly negative; spread rumors; everything is the end of the world
- **Bullies** – utilize aggressive tactics over others; belittle, insult, manipulate, and trample on others; prefer positions of high power



# Combatting Workplace Incivility

## How to Deal with Toxic Employees

- **First step** is to stop ignoring the problem as it will not resolve itself and only worsen over time.
- **Second step** is to depersonalize the situation and avoid making any assumptions before all sides of the story are heard.
- **Third step** is to make suggestions for improving as opposed to pointing out and discussing the negative behavior
- **Finally**, follow through after you have had the tough conversation, laid down some ground rules and implemented a plan

# Promoting Civility in the Workplace

- Initially, create an understanding that the organization promotes a **zero tolerance** for bullying and cultivate ways to promote civility
- Create an **all-inclusive** work environment where everyone is welcome to make suggestions, bring up new ideas, discuss concerns or rooms for improvement
- Promote and practice safe and open communication
- Provide workshops to help promote workplace civility
- Provide workshops or e-learning on proper electronic communication
- Monitor for and identify bullying within the workplace

# Conclusion

Overall, we learned that workplace civility is not only the responsibility of the individual employee but also of the organization as a whole.

- We are accountable for our own actions
- We are accountable for calling out the actions of others, positive or negative
- We all abide by zero-tolerance policy in regards to harassment, bullying or other uncivil behaviors
- Set the standard, follow the model, coach the vision and embed accountability in the entire organization

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# Question & Answer

