



JOB BOX TALK INSTRUCTOR GUIDE

Mastering Civility at Work

1. DEFINE THE TOPIC AND GIVE EXAMPLES

Civility is politeness and respect in behavior or speech. Basically... being KIND!

It is demonstrated through a general awareness of the rights, concerns, desires and feelings of others.

What does Civility look like?

EXAMPLES:

- We commit to work effectively with each other, regardless of our differences in background, beliefs or personality
- We treat each other equally and respectfully, no matter what
- We are direct and honest
- We are never dismissive, demeaning or rude
- We acknowledge others' contributions
- We ask one another what we need to do our jobs well
- We remember that tone of voice and body language communicate as much as words
- We pay attention when others talk and ask questions that show we listened with genuine interest
- We address incivility and speaking up to help stop problems before they escalate

IMPACT

2. EXPLAIN THE IMPACT OF THE TOPIC

- Research shows that working in an environment characterized by incivility affects people's ability to concentrate on their work
- A person doesn't have to be targeted directly to be affected by incivility. Anyone at the work site may be disturbed thinking about an incident, how they should respond or whether they may be targeted next.



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Expectations

3. DESCRIBE EXPECTATIONS FOR ACCEPTABLE BEHAVIOR.

Civility is a basic expectation in our work site in order to show that we respect one another.



COMMIT to working effectively with one another regardless of differences in background or belief; to treating one another equally.



AVOID interrupting, dismissive or demeaning behaviors/comments.



INCLUDE diversity (different types of people) into your workspace each day to help create equity (level the playing field by providing opportunities for underrepresented groups).

REFLECTION
QUESTIONS



KEY
TAKEAWAY



4. ASK REFLECTION QUESTIONS

What are the most important ways we can demonstrate civility? How will doing so impact our work lives?

5. END WITH KEY TAKEAWAYS

Civility goes hand-in-hand with diversity, inclusion and equity — at a civil work site, people of diverse backgrounds treat each other well, respect one another's differences and make an effort to ensure everyone has the opportunity to contribute and thrive.