



six ways to promote **civility** in the workplace

"Creating a civil workplace requires that each individual develop an understanding of the diversity of perspectives and experiences within the workplace, and adjust their behaviour appropriately based on those differences"
- Harvard Business Review

1

PRACTICE THE PLATINUM RULE

and treat others the way they want to be treated, being mindful of the impact of your behaviours on others.

2

KNOW YOUR WORKPLACE CULTURE

Invest in professional relationships and get to know your colleagues. What are the unwritten rules in your workplace?

3

SPEAK UP AGAINST INCIVILITY

Incivility is the exchange of seemingly inconsequential and inconsiderate behaviour and should be addressed immediately.

4

APPROACH SITUATIONS WITH CURIOSITY

if you believe you have been the victim of incivility, seek to understand your colleague's perspective rather than acting on assumptions.

5

USE THE 4-STEP APPROACH

when dealing with incivility.

1. State the facts
2. State the impact on you
3. State your needs
4. Make your request respectfully

6

NURTURE CIVILITY

and reinforce behavioural expectations of civility for new employees. Always remember that civility starts with you!

