

Ten Tips for Creating Respect and Civility in Your Workplace

Recent studies and polls indicate that Americans view incivility as a serious problem that is getting worse. One study found that **60% of employees** believe that **co-workers' annoying behaviors negatively impact the workplace** and, as a result, **40% reported that they are looking for new employment.**

If **each employee develops an awareness** of respectful behaviors and necessary skills, it is anticipated that employees **will serve as role models** and that these **behaviors will spread in the workplace and beyond.** The following are ten tips to assist you in accomplishing this objective:

1. **Before acting, consider the impact of your words and actions** on others.
2. Create an **inclusive** work environment. Only by **recognizing and respecting individual differences and qualities** can your **organization fully realize its potential.**
3. Self-monitor the **respect that you display** in **all areas of your communications**, including **verbal, body language, and listening.**
4. Understand your triggers or "**hot buttons.**" Knowing what makes you angry and frustrated enables you to **manage your reactions** and **respond in a more appropriate manner.**
5. **Take responsibility for your actions** and **practice self-restraint and anger management skills** in responding to potential conflicts.
6. Adopt a **positive and solution-driven approach** in resolving conflicts.
7. Rely on **facts rather than assumptions.** Gather relevant facts, especially before acting on **assumptions that can damage relationships.**
8. Include others in your **focus by considering their needs** and avoiding the perception that you view yourself as the "center of the universe."
9. **View today's difficult situations from a broader (big picture)** and more realistic perspective by **considering what they mean in the overall scheme of things.**
10. "**Each one influence one**" by **becoming a bridge builder and role model for civility** and respect. Act in a manner whereby you **respect yourself, demonstrate respect for others, and take advantage of every opportunity to be proactive** in promoting civility and respect in your workplace.

"Be the change you want to see in the world."

Mahatma Gandhi

