

CIVILITY AND RESPECT IN THE WORKPLACE



IMPROVING COMMUNICATIONS
DEVELOPING BETTER TEAM BUILDING
SKILLS
LEADING BY EXAMPLE



CIVILITY

EXAMPLES OF CIVILITY



EXPRESSING GRATITUDE

BEING KIND, USING WORDS, LIKE
THANK YOU AND PLEASE

SHARING TIME, SPACE, REWARDS AND
ACKNOWLEDGEMENTS

NOTICING AND COMMENTING ON
WORK ACCOMPLISHMENTS

RECOGNIZING WHEN SUPPORT AND
ENCOURAGEMENT IS NEEDED

COLLABORATION –VS– CONFRONTATION

COLLABORATION

- **NEGOTIATION & FAIRNESS**
- **RESPECTFUL LANGUAGE AND TONE**
- **VALUE AND INCLUDE THE INPUT OF OTHERS**

CONFRONTATION

- **DISRESPECTFUL AND THREATENING LANGUAGE OR TONE**
- **INTIMIDATION AND BLAMING**
- **MINIMIZING LANGUAGE**

THE IMPORTANCE OF CIVILITY IN THE WORKPLACE



**ETHICS &
COMMITMENT**



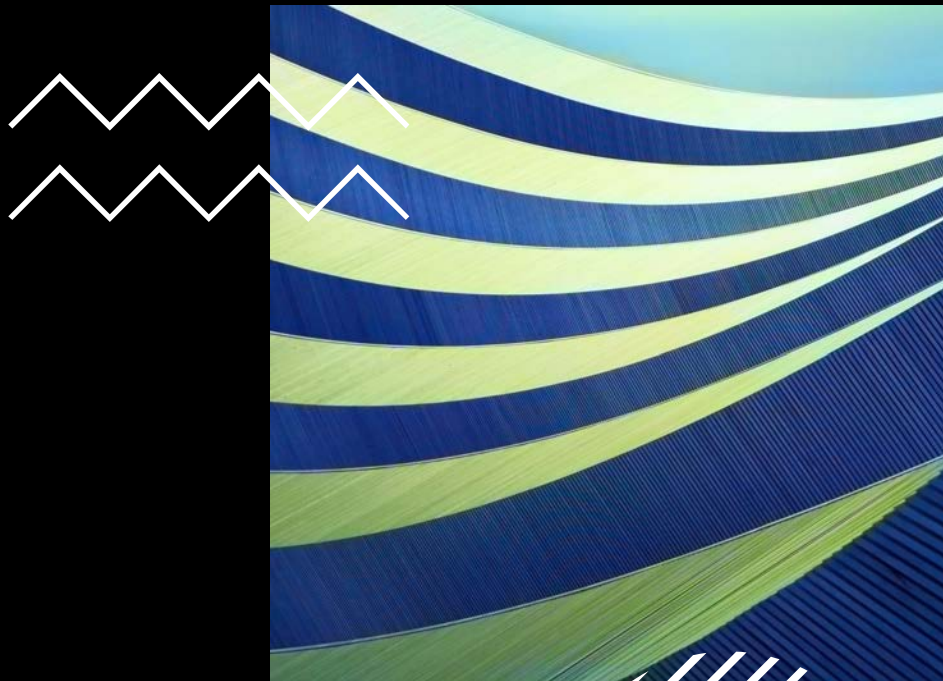
PRODUCTIVITY



**QUALITY OF
LIFE**



ETHICS AND COMMITMENT



UNIVERSITY OF NORTH CAROLINA STUDY FOUND 46% OF EMPLOYEES WHO HAVE BEEN EXPOSED TO INCIVILITY IN THE WORKPLACE WERE THINKING OF LEAVING THEIR JOB. THEY FELT LESS COMMITTED TO THEIR JOB.

ACCORDING TO THE POWER WITHIN BY DJ HUGHES SMALLER COMPANIES ARE FAR LESS ABLE TO RETAIN EMPLOYEE LOYALTY IF THERE IS INCIVILITY IN THE WORKPLACE

CIVIL BEHAVIOR ON THE PART OF MANAGERS AND COWORKERS ENCOURAGES ALL EMPLOYEES TO TREAT ONE ANOTHER WITH CIVILITY AND KINDNESS

PRODUCTIVITY

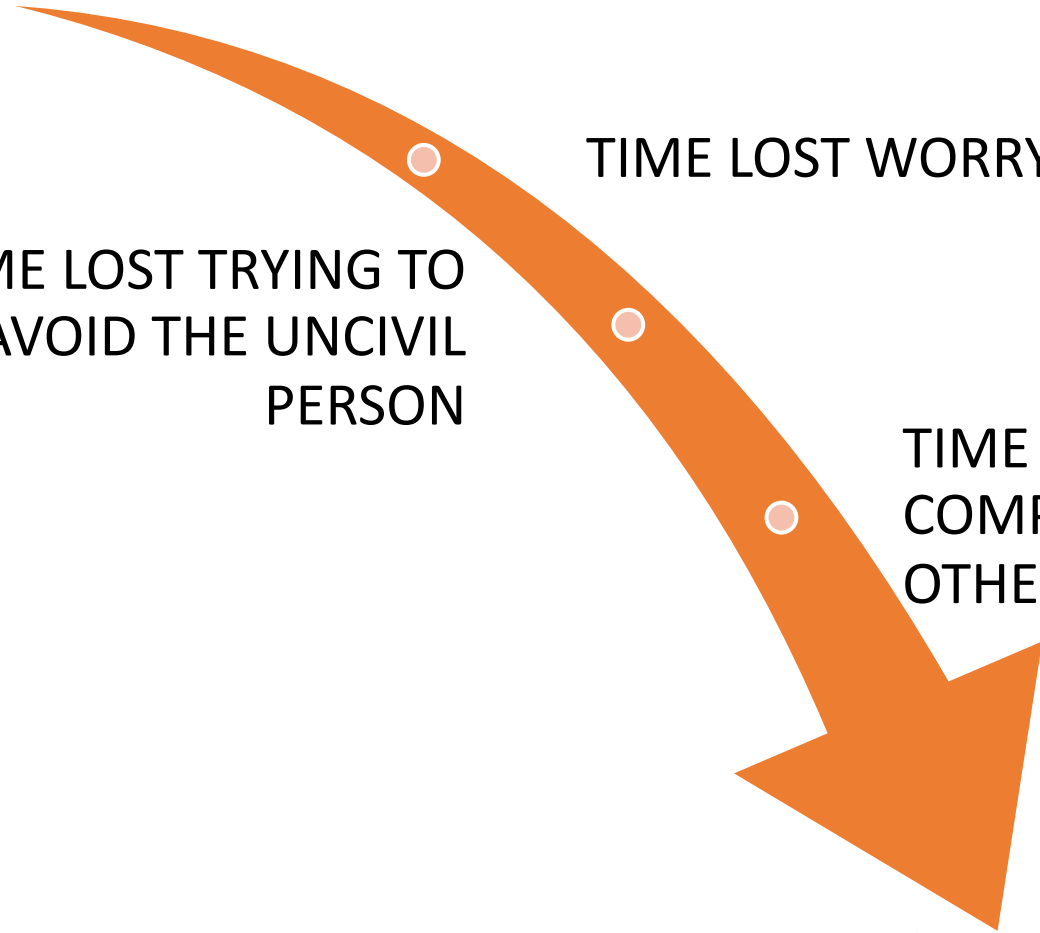
BERATING, BADGERING OR
BULLYING LANGUAGE OR TONE

TIME LOST WORRYING

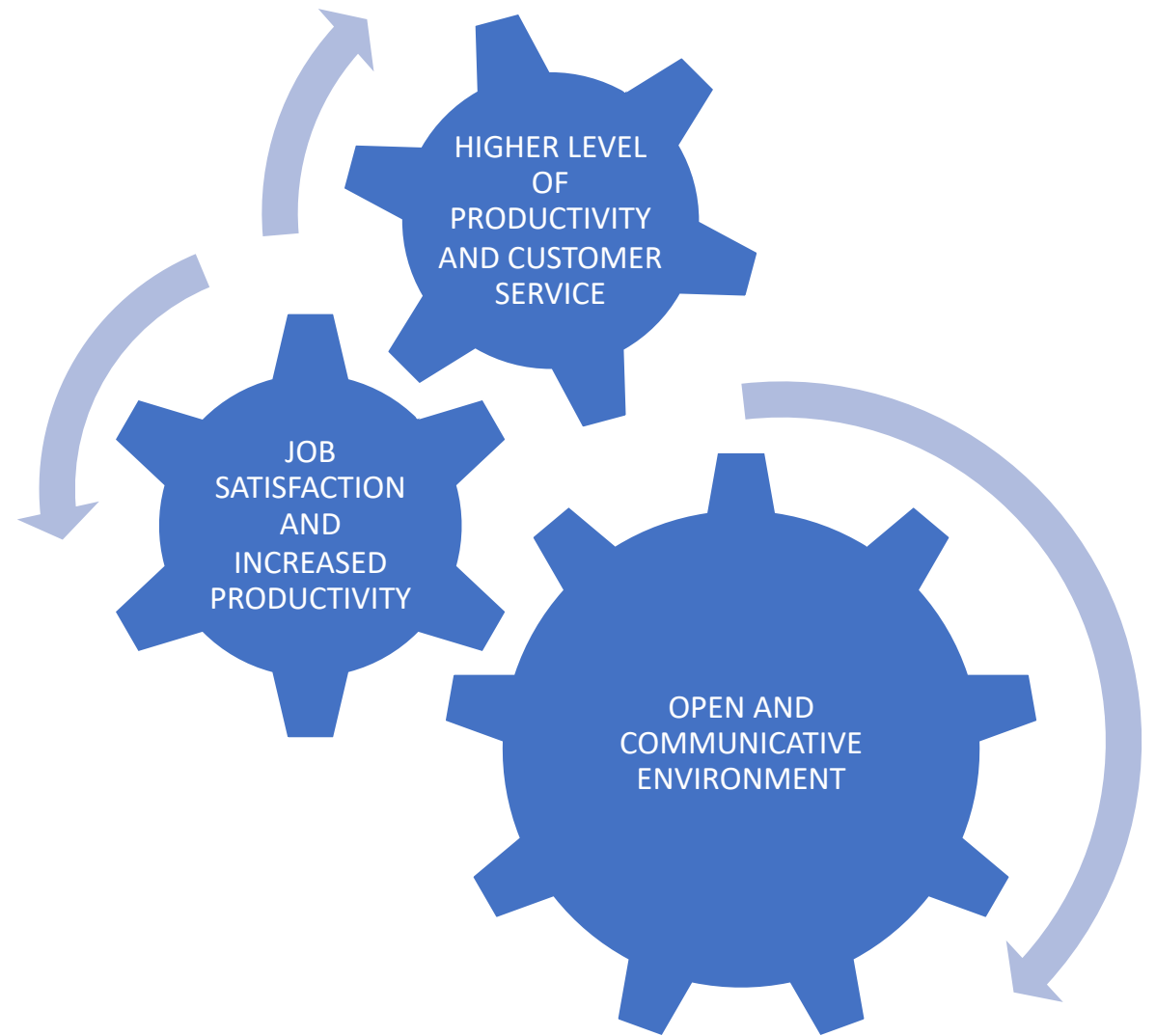
TIME LOST TRYING TO
AVOID THE UNCIVIL
PERSON

TIME LOST
COMPLAINING TO
OTHER EMPLOYEES

PRODUCTIVITY



QUALITY OF LIFE



DEALING WITH DIFFICULT PEOPLE



DEALING WITH DIFFICULT PERSONALITIES

DO

- **EXAMINE YOUR OWN BEHAVIOR BEFORE BLAMING THE OTHER PERSON**
- **COMMUNICATE THE ISSUES WITH RESPECTFUL AND NON-ACCUSATORY LANGUAGE/TONE**
- **REMINDE YOURSELF OF THE BENEFITS OF COLLABORATION**

DON'T

- **LET IT GET PERSONAL**
- **GET BAITED INTO UNPROFESSIONAL BEHAVIOR**
- **BE AFRAID TO ASK FOR HELP IN THE COMMUNICATION PROCESS**

THE DIFFERENT WAYS PEOPLE REACT TO CHANGE AND/OR STRESS

The Know-It-Alls

They can come across as arrogant and they generally have an opinion on every issue. When they're wrong, they can get defensive.

The Passives

These people seldom offer ideas or let you know their opinion on things.

The Dictators

They can be aggressive and intimidating. They are perfectionists and can be demanding and at times brutally critical.

The Gripers

Is anything ever right with them? They generally prefer complaining to finding solutions.

The "Yes" People

They agree to any commitment, yet rarely deliver. You can't depend upon them to follow through.

The "No" People

They are generally quick to point out why something won't work. They often know all of the reasons why something can't be done. They seldom come prepared with solutions..

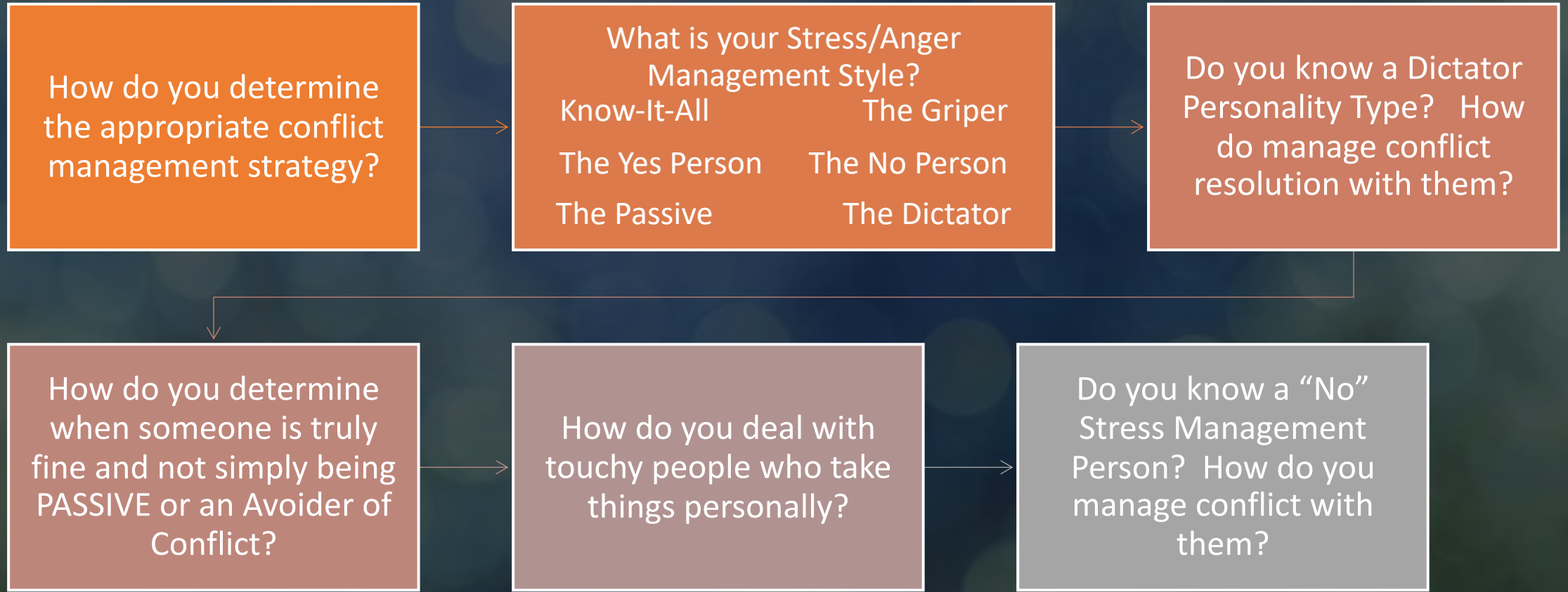
5 STRATEGIES FOR DEALING WITH CONFLICT



A person wearing a black and white patterned shirt is cleaning the interior of a car. They are using a purple cloth to wipe down a dark-colored leather seat. The car's interior, including the dashboard and steering wheel, is visible in the background. The text "NOBODY WASHES A RENTAL CAR" is overlaid in white, bold, sans-serif font across the center of the image.

NOBODY WASHES A RENTAL
CAR

DISCUSSION



STRESS MANAGEMENT STYLES

STUFFERS

WITHDRAWLERS

BLAMERS

TRIANGLERS

EXPLODERS

**PROBLEM
SOLVERS**

THERE ARE 4 INTERRELATED DIMENSIONS OF STRESS AND ANGER MANAGEMENT



THOUGHT
WHAT WE ARE
THINKING

EMOTION
WHAT WE ARE FEELING

COMMUNICATION
WHAT WE ARE SAYING
VERBALLY AND NON-
VERBALLY

BEHAVIOR
WHAT WE ARE DOING





How to Handle Emotionally Charged Situations in the Workplace



How to Handle Emotionally Charged Situations in the Workplace

RECOGNIZE YOUR OWN PHYSICAL ASPECTS OF STRESS/ANGER...YOU'LL BE ABLE TO WARN YOURSELF OF AN IMPENDING EMOTIONAL SURGE.

BE AWARE OF ENVIRONMENTAL TRIGGERS: LEARN HOW MISSED DEADLINES, NOISE, CROWDS, HEAT, WAITING AND OTHER EXTERNAL FACTORS CAN GENERATE AN EMOTIONAL OUTBURST.

PLACING BLAME THIS COMMON, DESTRUCTIVE HABIT CAN LEAD YOU TO DISASTER.

LEARN TO ADMIT YOUR STRESS/ANGER WITHOUT LOSING YOUR COMPOSURE! THERE IS A CONSTRUCTIVE, PROFESSIONAL WAY TO SAY, "I'M UPSET!"

LEARN TO NOT UNLOAD YOUR NEGATIVE EMOTION ON PEOPLE WHO DON'T DESERVE IT OR LETTING IT FESTER.

LEARN TO CHANNEL THE FORCE: CONVERT STRESS/ANGER AND NEGATIVE EMOTION INTO MOTIVATION, AND DIRECTION.

MANAGING EMOTIONS UNDER PRESSURE



RECOGNIZE EMOTIONAL TRIGGERS AND THE WAYS EMOTIONS DEVELOP.



DEVELOP STRATEGIES TO CHANGE YOUR REACTION AND KEEP YOUR EMOTIONS IN CHECK.



WHEN ANGER BEGINS TO INTENSIFY TAKE A BREAK AND DEVELOP SOLUTIONS.



WHEN COMMUNICATING, LEARN TO USE NON-CONFRONTATIONAL "I" STATEMENTS TO ADDRESS PEOPLE AND ISSUES.



DEVELOP COMMUNICATION STRATEGIES TO GIVE AND ACCEPT FEEDBACK FOR A MORE PRODUCTIVE RESPONSE.



DEVELOP COMMUNICATION METHODS TO IMPROVE PERFORMANCE THROUGH BEHAVIOR CHANGES.

Conflict Resolution in the Workplace

Don't ignore	Don't ignore the conflict
Define	Define the problem
Meet on	Meet on neutral ground
Let	Let everyone have their say
Agree on	Agree on a solution
Determine	Determine each side's role in the solution

LEARNING
HOW TO
MOTIVATE AND
COMMUNICATE
WITH THE
DIFFERENT
PERSONALITY
TYPES

**“THE ART OF
COMMUNICATION IS THE
LANGUAGE OF LEADERSHIP”**

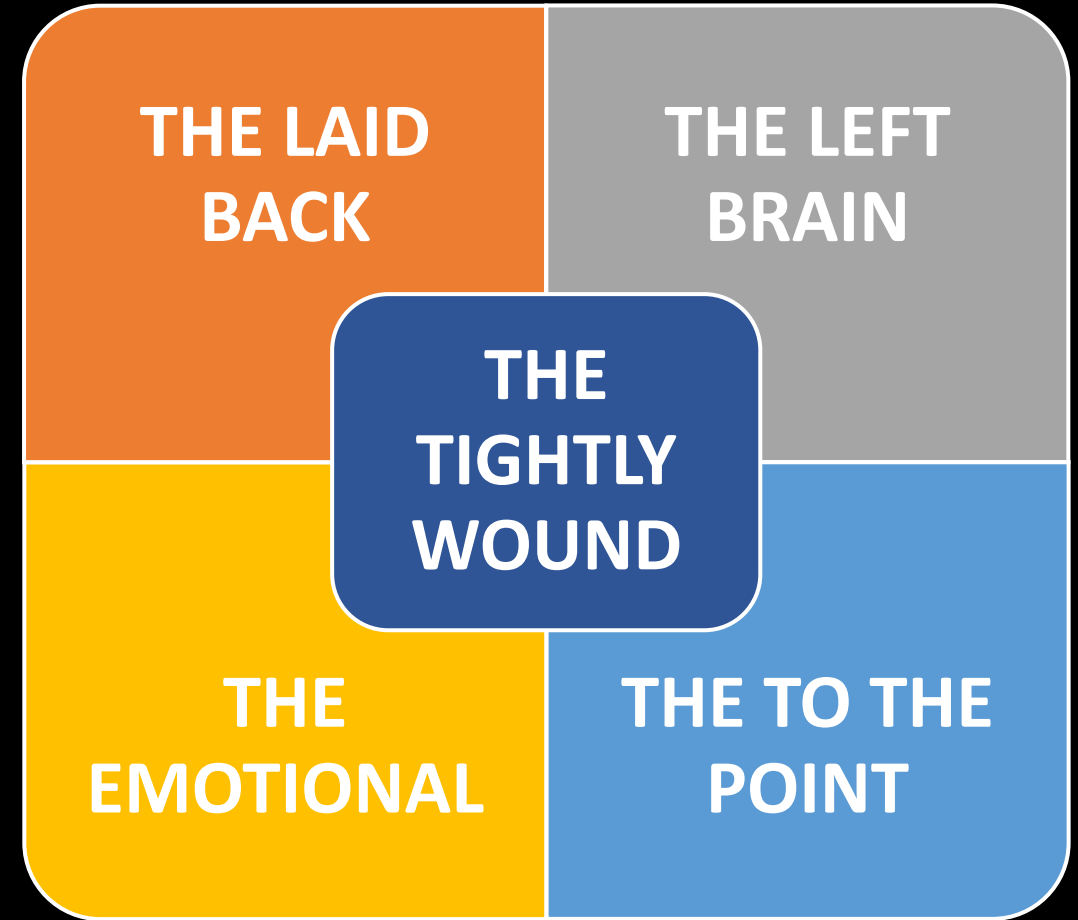
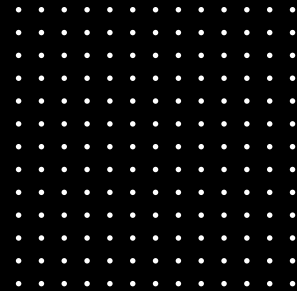
JAMES C. HUMES

*(WHILE IN LAW SCHOOL HE WROTE SPEECHES
FOR PRESIDENT EISENHOWER.)*



THE FIVE BASIC
COMMUNICATION
STYLES

SUCCESSFUL
COMMUNICATION
STRATEGIES FOR
DIFFERENT
PERSONALITY TYPES



THE TIGHTLY WOUND

CHARACTERISTICS UNDER STRESS

HARDENED EXTERIOR

TYPE A

PERFECTIONIST

OFTEN STRESSED OUT

**PRONE TO
LASHING OUT**



HOW TO EFFECTIVELY COMMUNICATE

SHOW

EMPATHY AND COMMUNICATE
UNDERSTANDING

ACKNOWLEDGE

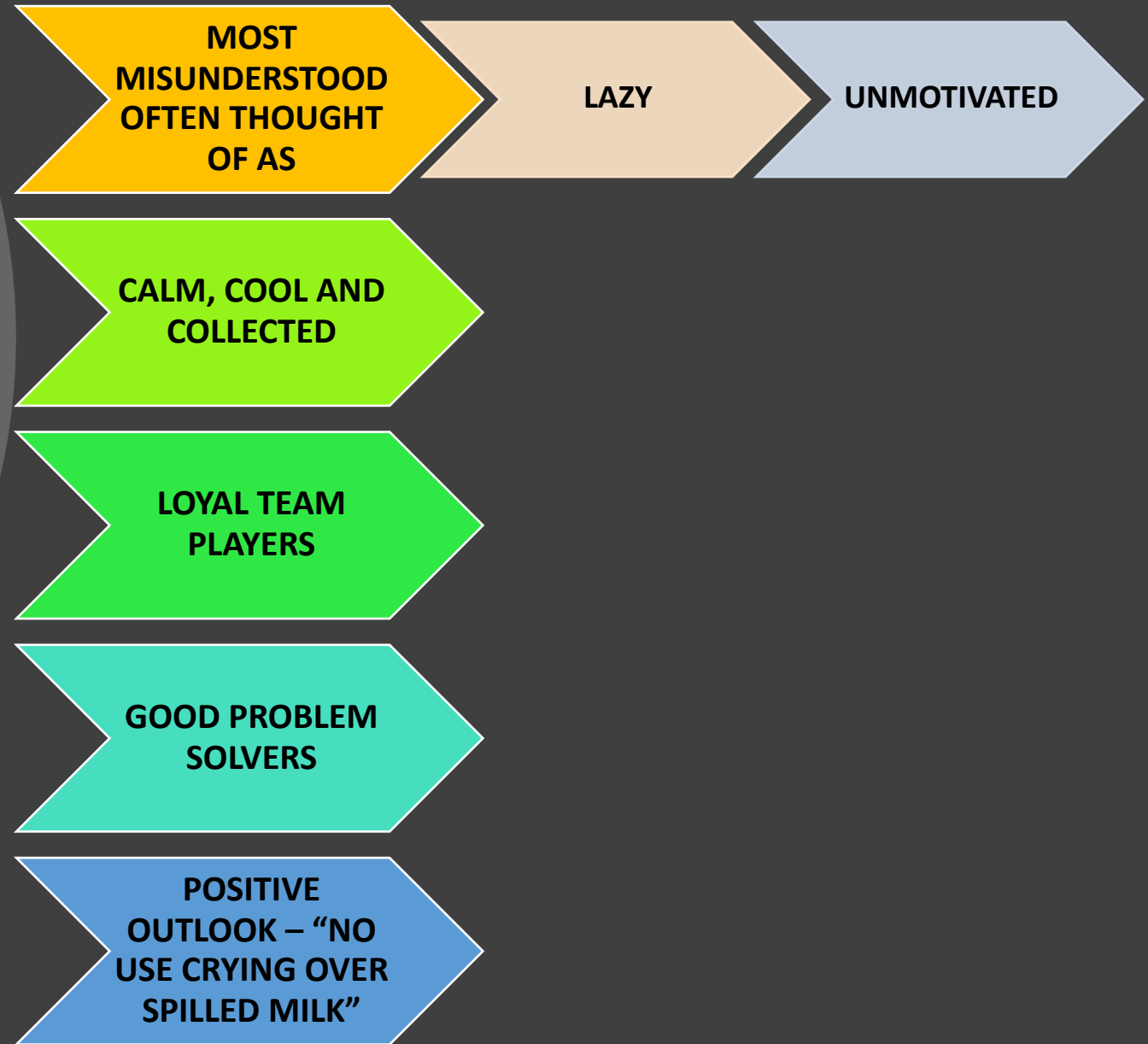
THEIR FEELINGS, YOU DON'T HAVE TO AGREE
WITH THEM TO BE EMPATHETIC

NEGOTIATE

WITH THEM UNDERSTANDING THAT THEY PUT
MORE PRESSURE ON THEMSELVES TO BE
PERFECT THAN YOU CAN PLACE ON THEM

THE TIGHTLY WOUND

THE LAID BACK CHARACTERISTICS



DON'T ASSUME THEY DON'T CARE

AVOID AGGRESSIVENESS

AVOID EXUDING OVER-THE-TOP HIGH ENERGY

ASK FOR THEIR INPUT

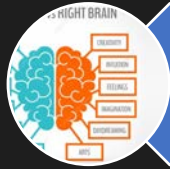


THE LAID BACK

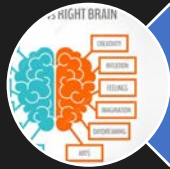
HOW TO EFFECTIVELY COMMUNICATE



LOGICAL PERSONALITY



THE FACTS AND NOTHING BUT THE FACTS



NOT INTERESTED IN VAGUE COMMENTARY



DON'T DO WELL WITH EMOTIONAL CONVERSATIONS

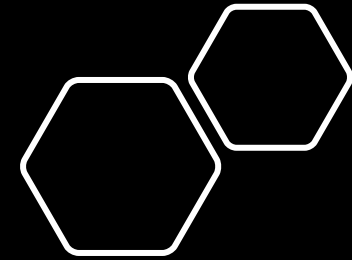
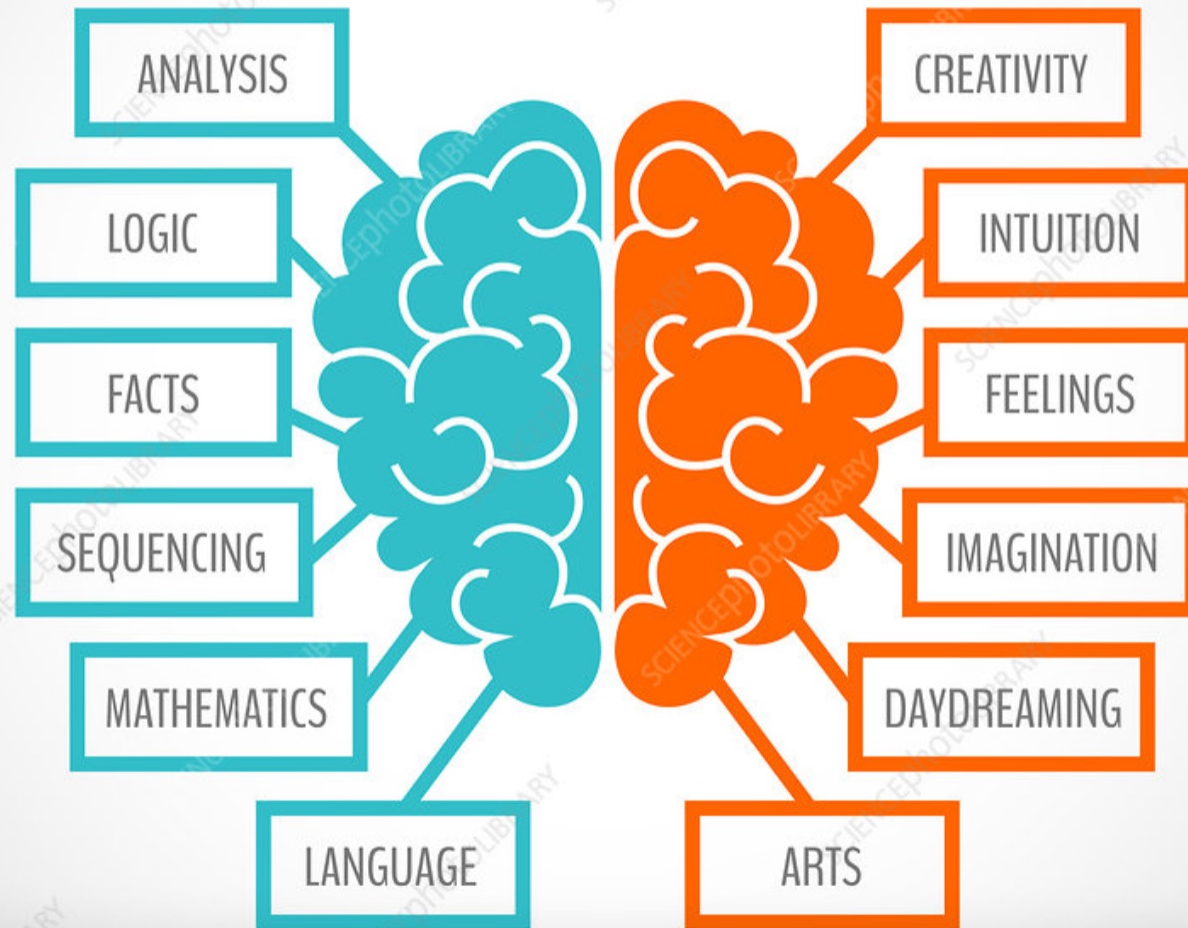


DON'T LIKE TO WORK WITH PEOPLE WHO COME UNPREPARED WITHOUT THE FACTS

THE LEFT BRAIN CHARACTERISTICS



LEFT BRAIN vs RIGHT BRAIN





THE LEFT BRAIN

HOW TO EFFECTIVELY COMMUNICATE

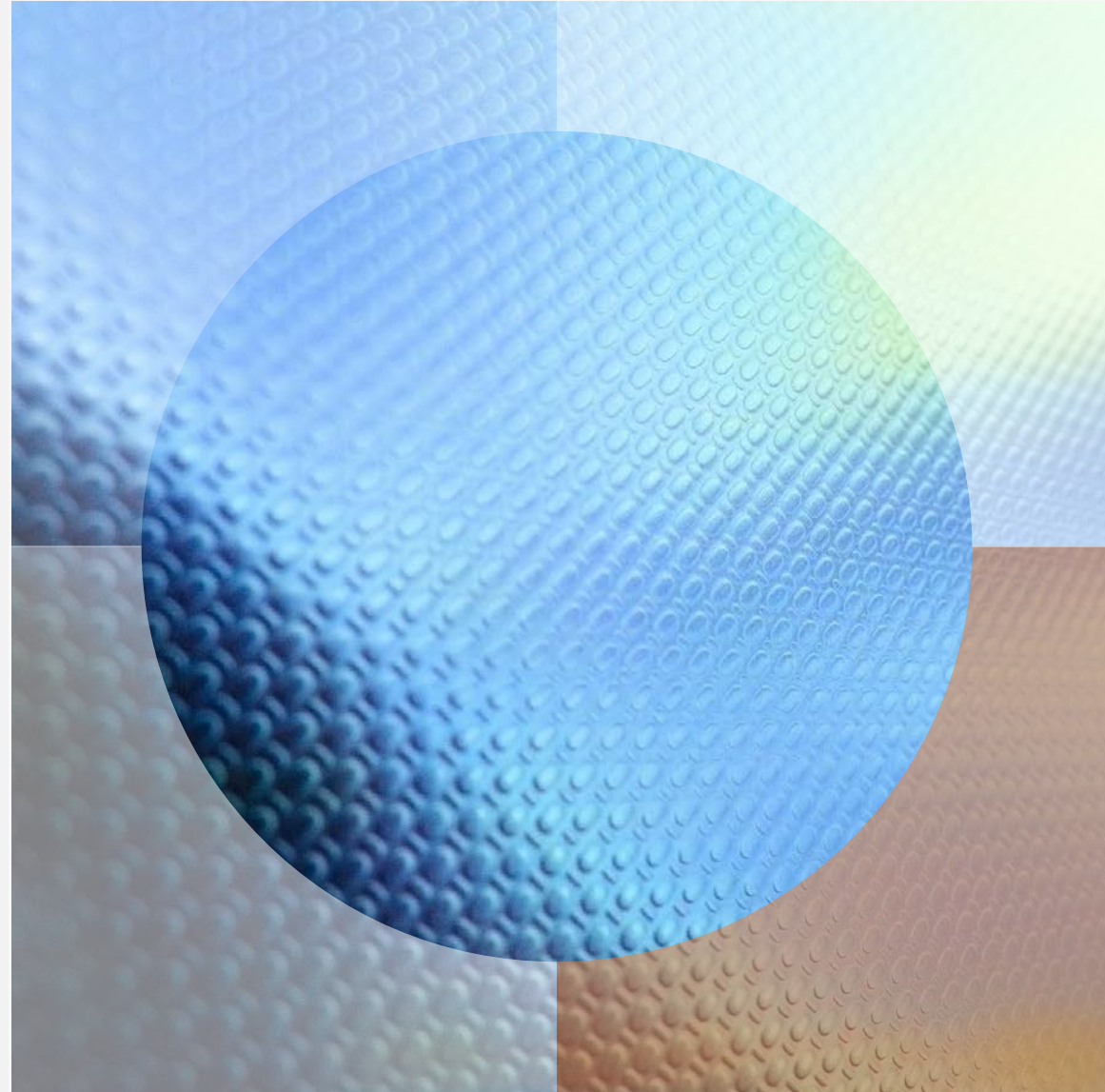
- BE PREPARED TO DISCUSS DETAILS AND WHY THEY MATTER
- BE SPECIFIC
 - Include Dates
 - Focus on the Details
 - Communicate Deadlines
- APPEAL TO THEIR SENSE OF LOGIC, ANALYSIS AND CAUTION
- APPEAL TO THEIR DECISION-MAKING ABILITIES
- LEAVE EMOTION AND HIGH ENERGY AT YOUR DESK

THE EMOTIONAL CHARACTERISTICS

THEY SHED TEARS EASILY

LAUGH THE LOUDEST

EMOTIONAL INTELLIGENT



HOW TO EFFECTIVELY COMMUNICATE WITH THE EMOTIONAL

- **Listen first to understand** the employee's perspective and emotional state. Seek clarification to ensure your understanding of their perspective is correct. Do not agree or disagree. Simply confirm that you understand their perspective.
- **Engage the employee to focus on solutions** that support them to do their job well. While your role as the leader is to ensure the solutions also meet the job role's goals and objectives, employees are much more likely to commit to long-term outcomes when they take a lead in developing solutions.
- **Choose the most effective communication style** for the situation. Becoming adept in choosing from a variety of approaches allows you to pivot when your chosen style isn't working effectively. Learn to take responsibility rather than blame for communication difficulties by acknowledging the conversation is going in the wrong direction and asking if you can try again. At this point, choose a different approach to reset the conversation in the right direction.
- **Prevent triggering when giving negative feedback.** Most people will respond emotionally to perceived criticism or judgment. Learning to provide negative feedback more constructively can help you reduce the intensity.

DO'S AND DON'TS IN COMMUNICATION WITH THE EMOTIONAL PERSONALITY

DON'T CALL THEM TOO EMOTIONAL

DO ASK THEM HOW THEY ARE FEELING

DON'T SAY "I KNOW HOW YOU FEEL" IF YOU DON'T

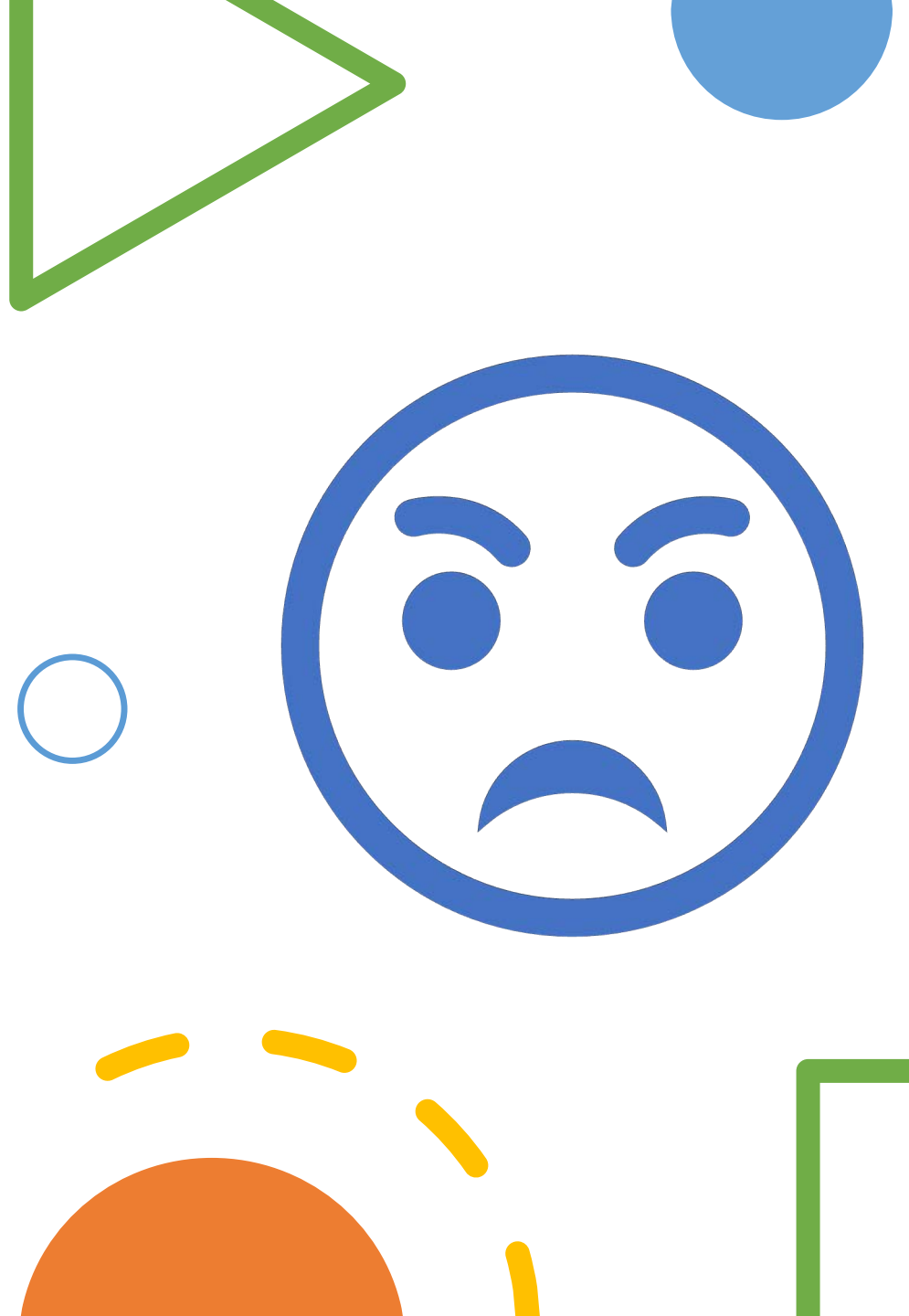
DO SAY, "I WANT TO UNDERSTAND HOW YOU FEEL."

DON'T GET ANGRY

DON'T TRY TO COMBAT EMOTIONS WITH LOGIC

DO ACKNOWLEDGE THAT YOU MAY NOT BE ABLE TO HELP

DON'T TALK DOWN TO THEM





AVOIDING EMOTIONALLY CHARGED CONVERSATIONS

Communicating with someone who is emotional takes effort. It takes effort because you must be the grounding force to keep the stability and the conversation on track. Without doing so, the conversation can flutter down paths that were never intended.





**PROFESSIONAL AND
TACTFUL COMMUNICATION**



HOW TO TACTFULLY AND PROFESSIONALLY COMMUNICATE

LEARN

TO LISTEN



LEARN

TO READ THE SIGNS OF WHAT THEY AREN'T SAYING



LEARN

HOW AND WHEN TO USE OPEN-ENDED, CLOSED-ENDED, CURIOSITY AND CLARIFYING QUESTIONS.

TAILORING THE MESSAGE TO FIT YOUR AUDIENCE



**DEVELOP STRATEGIES ON HOW BEST TO
BREAK UP YOUR MESSAGE INTO
MANAGEABLE PIECES FOR MAXIMUM IMPACT**



**DIFFERENT STRATEGIES FOR DIFFERENT
AUDIENCES (STAFF MEMBERS, PEERS AND
SUPERVISORS)**



**SPECIFIC LANGUAGE THAT PREVENTS MIXED
MESSAGES**



**WHY YOU MUST ANTICIPATE WHAT YOUR
AUDIENCE WANTS — AND KNOW HOW TO
PROVIDE IT (PERSONALITY TYPES)**

EMOTIONAL INTELLIGENCE



MAINTAINING EMOTIONAL CONTROL



COMPLEMENT YOUR
MESSAGE WITH
NONVERBAL
COMMUNICATION



INTERPRET NONVERBAL
BEHAVIORS FOR A DEEPER
UNDERSTANDING OF
WHAT'S BEING SAID



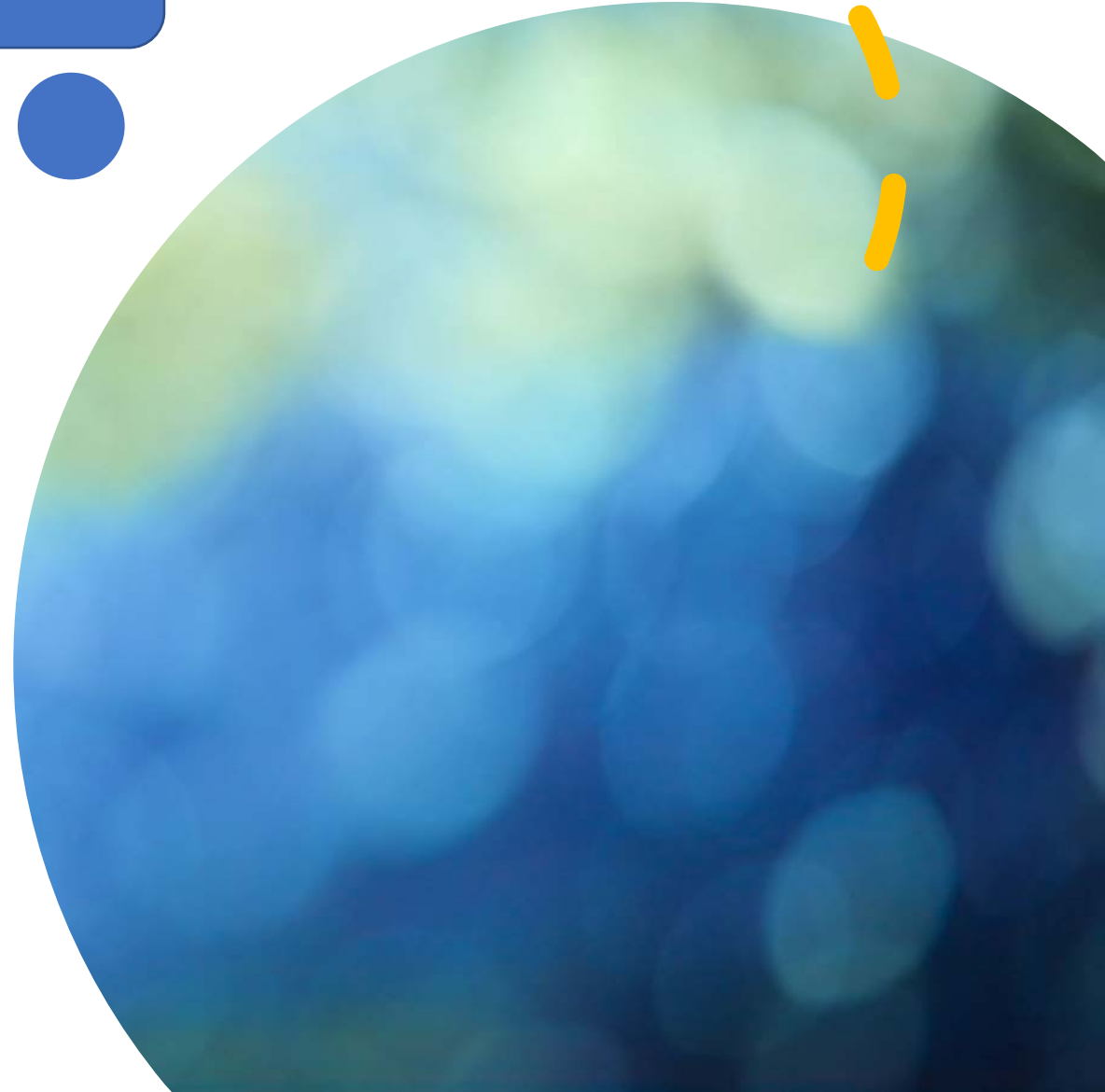
MAKE SURE YOUR VERBAL
MESSAGE IS CONSISTENT
WITH YOUR NONVERBAL
MESSAGE

STAY FOCUSED ON THE PRESENT

MOVE THE CONVERSATION OUT OF THE PAST AND INTO THE HERE AND NOW

USE POSITIVE LANGUAGE TO STEER A CONVERSATION IN THE RIGHT DIRECTION

MOVE PAST “WOULD-HAVES” AND “SHOULD-HAVES” TO DISCUSS WHAT IS NEEDED GOING FORWARD



DISCUSSION

NONVERBAL COMMUNICATION:

- TONE
- SMILE
- EYE CONTACT
- FACIAL EXPRESSIONS

WAYS TO INTERPRET NONVERBAL COMMUNICATION CUES:

Communication requires your full focus on the moment-to-moment experience. You're almost certain to miss nonverbal cues and not fully understand the subtleties of what's being communicated. If:

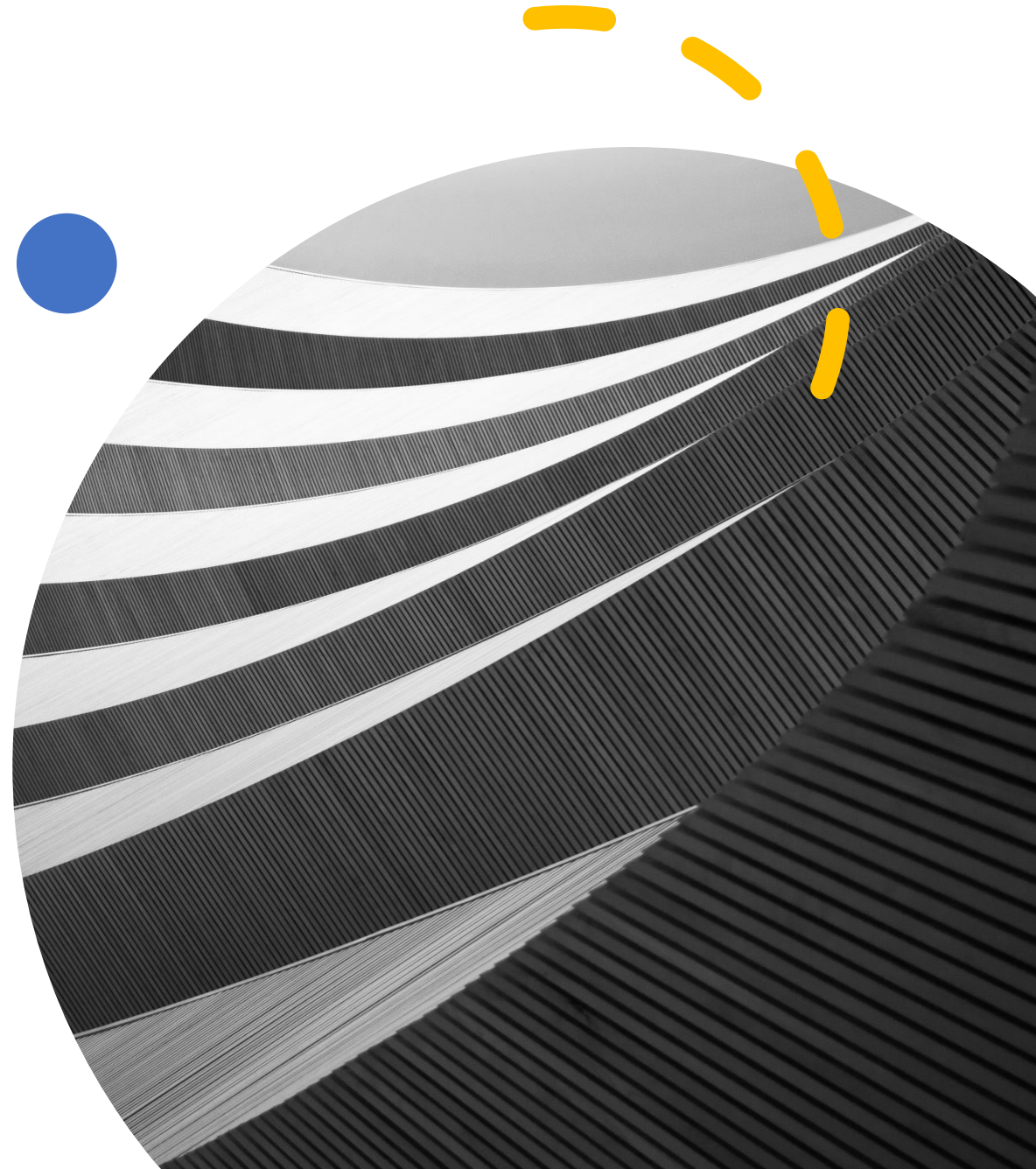
- you're planning what you're going to say next,
- checking your phone,
- or thinking about something else, As well as being fully present, you can improve how you communicate nonverbally by learning to manage stress and developing your emotional awareness.

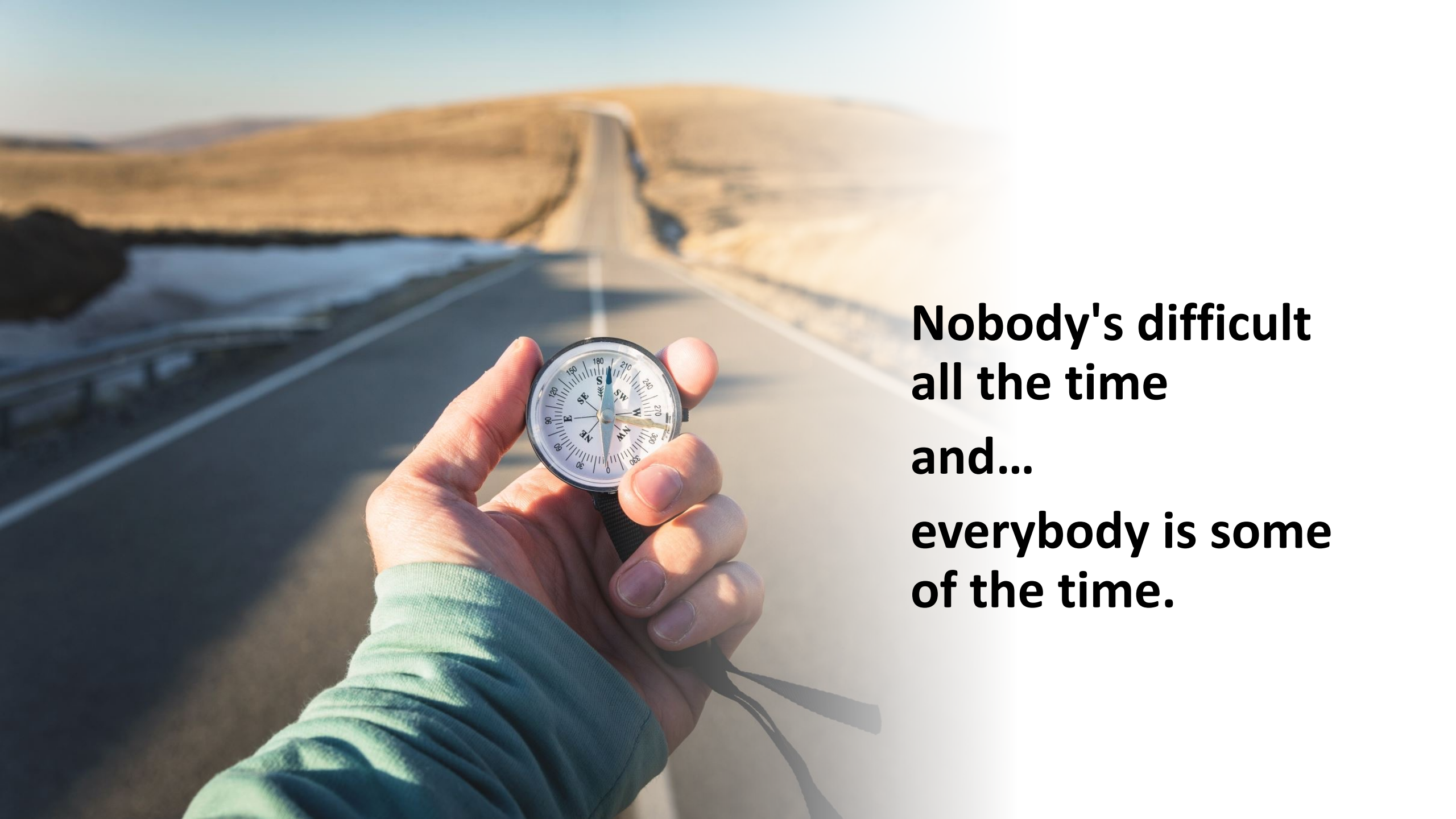
UNDERSTANDING HOW YOUR BEHAVIOR INFLUENCES OTHERS

FIX SITUATIONS — NOT PEOPLE

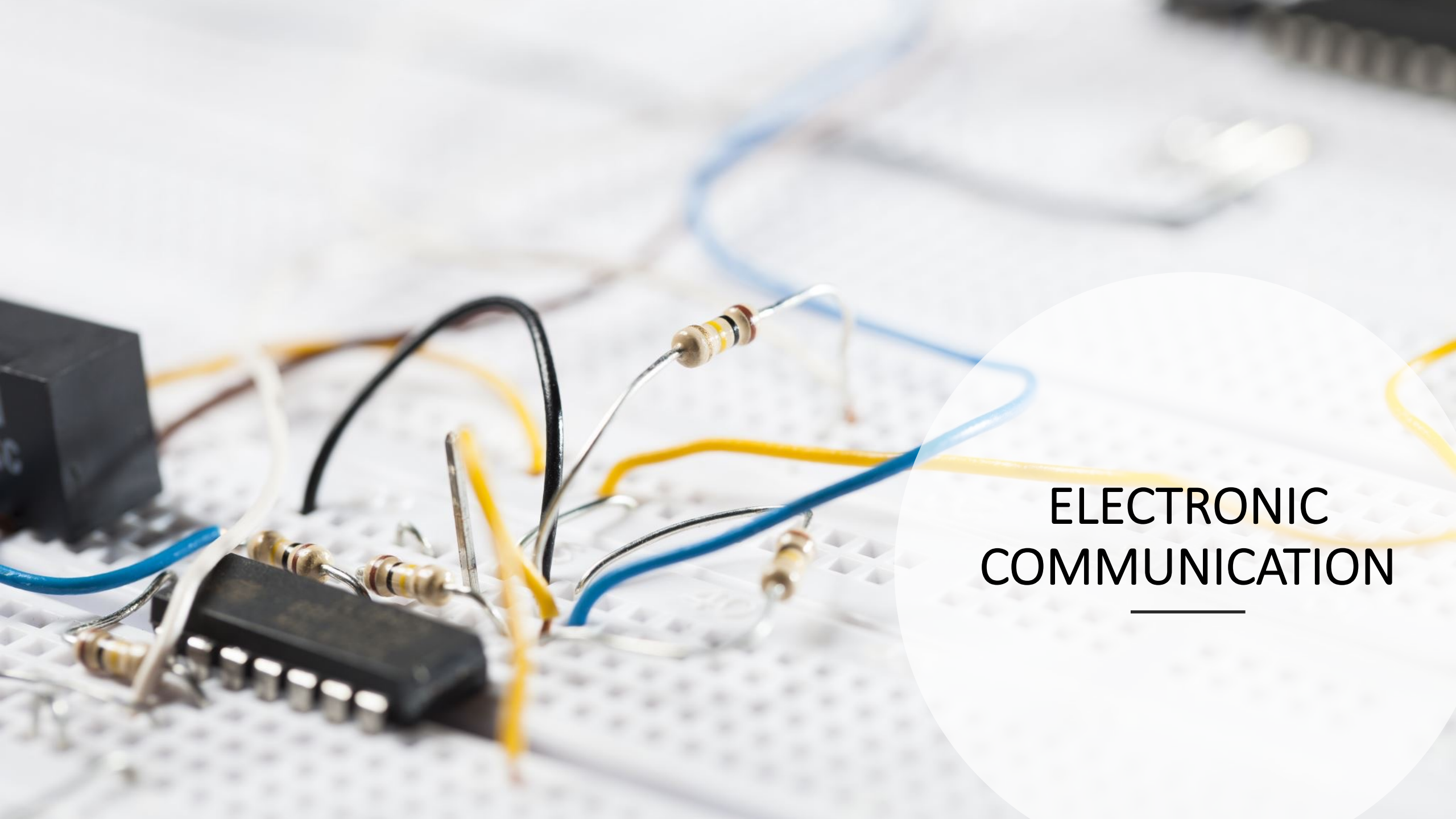
COMMUNICATE THE VALUE OF CHALLENGING FAMILIAR ROUTINES AND BEHAVIORS

UNCOVER HIDDEN AGENDAS, TO INFLUENCE THE OUTCOME AND OVERCOME CONFLICTS





**Nobody's difficult
all the time
and...
everybody is some
of the time.**

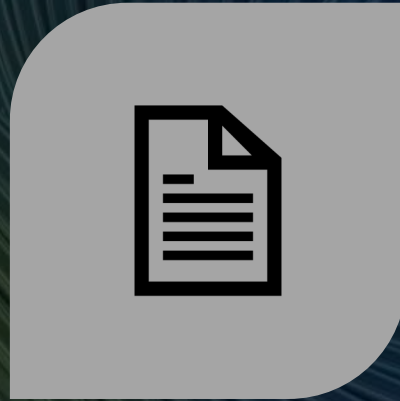


ELECTRONIC COMMUNICATION

ELECTRONIC COMMUNICATION



EMAIL



TEXT



VIDEO CONFERENCE

EMAIL COMMUNICATIONS

Don't overcommunicate by email.

Make good use of subject lines.

Keep messages clear and brief.

Be polite.

Check your tone.

Proofread.

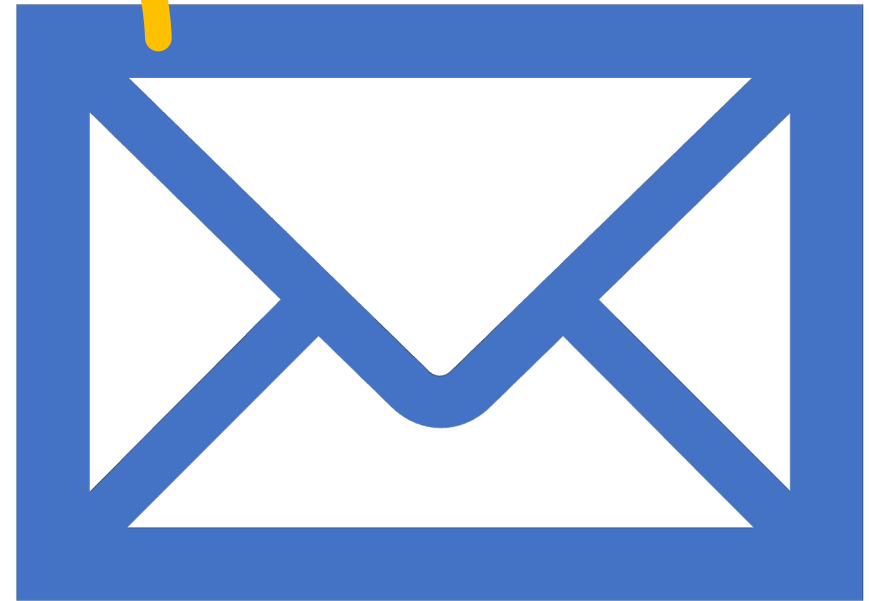
Understand your audience

TAILOR YOUR EMAIL FOR YOUR AUDIENCE

The key to developing effective email communication skills is understanding your audience and tailoring your correspondence to them. Before writing your email, spend some time thinking about the recipient. In a professional context, the person could be an existing customer, potential client, colleague, or boss.

THE OPENING AND CLOSING SET THE TONE

If you're unsure how to phrase an email, it's typically better to be more formal than informal. The very first and last lines of your email are crucial for striking the right tone.



EMAIL – USE AN ACTIVE VOICE

When writing emails for business, there's a tendency to adopt the passive voice. Writing this way may appear formal and professional but can easily lead to miscommunication and misunderstandings.

ACTIVE

- I want you to call Dennis by Thursday at noon.

PASSIVE

- Someone should call Dennis.

EMAIL - Be emotionally intelligent

Emotional intelligence is about creating a connection with someone's deeper feelings.

An emotionally intelligent email is written with a recognition of the feelings of the recipient. They're written in a way that elicits a positive response, using language to create the appropriate response.

I am sending you a meeting invite.

-VS-

I would value your perspective at the meeting on Work Processes'. Could you attend?

EMAIL – MAKE THE SUBJECT LINE MATCH THE EMAIL CONTENT



IT SHOULD BE CLEAR, SIMPLE, AND STRAIGHTFORWARD. IT SHOULD TELL THE RECIPIENT EXACTLY WHAT THE EMAIL IS ABOUT AND ENCOURAGE THEM TO OPEN IT.



IF ACTION IS REQUIRED IT SHOULD SAY SO IN THE SUBJECT LINE.



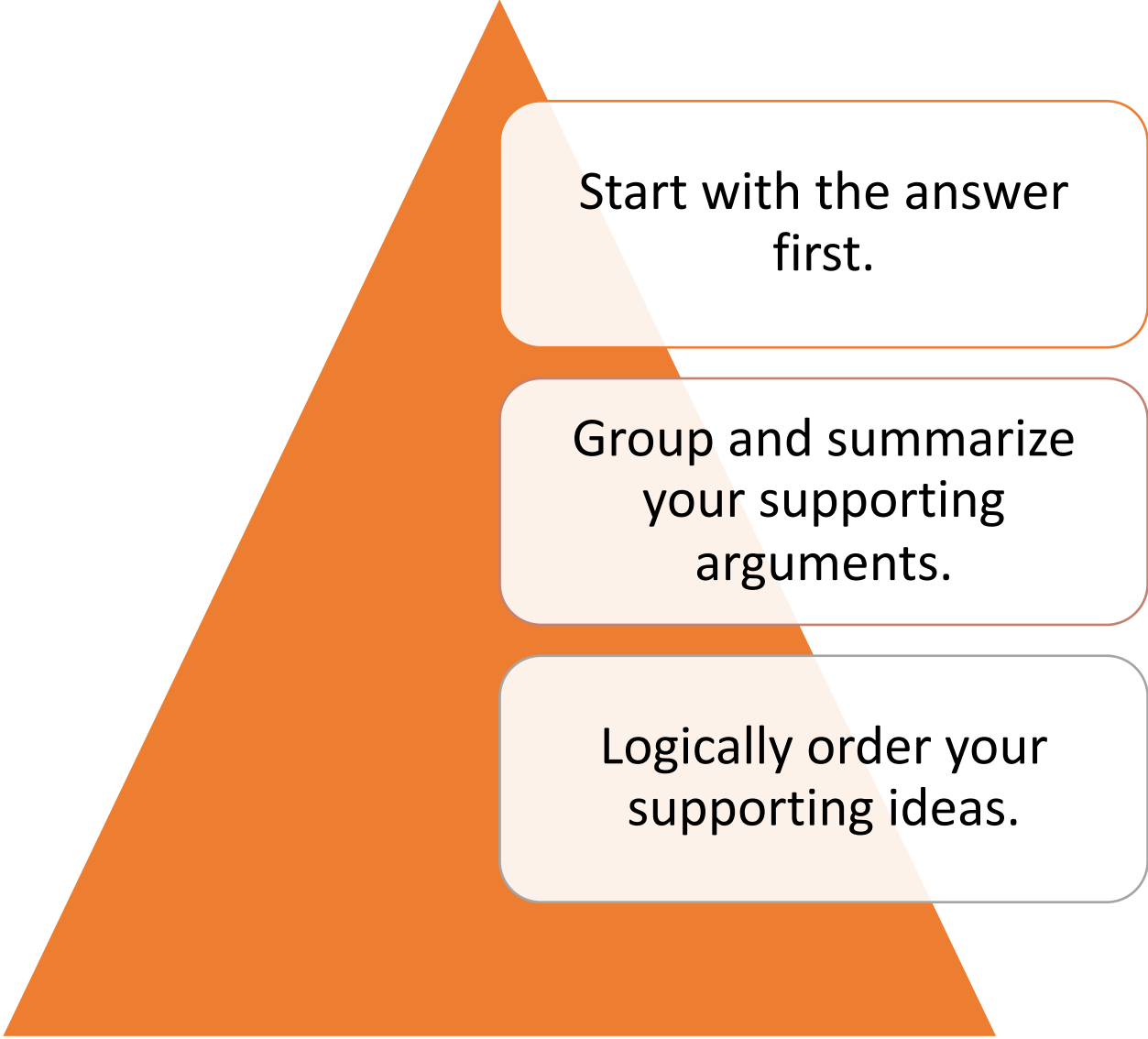
IF IT'S A MEETING REQUEST IT SHOULD SAY SO IN THE SUBJECT LINE

EMAIL - ORGANIZE YOUR THOUGHTS

- THE PYRAMID PRINCIPLE IS A WELL-ESTABLISHED APPROACH TO EFFECTIVE EMAIL COMMUNICATION. IN THE 80S, MCKINSEY EXECUTIVES CREATED THE PRINCIPLE TO PROVIDE AN EFFICIENT WAY TO STRUCTURE THOUGHTS AND IMPROVE BUSINESS COMMUNICATION. IF YOU WANT TO KNOW HOW TO WRITE EFFECTIVE BUSINESS EMAILS, THINK ABOUT THE PYRAMID.



MCKINSEY TRIANGLE

The McKinsey Triangle is a large orange triangle on the right side of the slide. It is divided into three horizontal sections by two white rounded rectangular boxes. The top section is the smallest, the middle is larger, and the bottom is the largest. Each section contains a white rounded rectangular box with an orange border containing text.

Start with the answer
first.

Group and summarize
your supporting
arguments.

Logically order your
supporting ideas.

EMAIL - Provide clear instructions



Provide

If you're asking someone to do something, provide clear instructions.

Provide

Provide dates and details

Consider

Consider using bullet points or a numbered list to make information clear

Don't be

Don't be frightened to use bold to make important information stand-out

HOW TO AVOID THE ANGRY EMAIL



Think About It First.



Take Time to Calm Down.



Clearly State the Intent of Your Email.



Keep it Professional.



Include Some Positive Reinforcement.



Offer Possible Solutions.



Open the Lines of Communication.



Sign Off with a Kind Message.



TEXT MESSAGES

PROFESSIONAL MESSAGING

PROFESSIONAL TEXT MESSAGES

01

Keep it
brief

02

Don't text
too often

03

Make it
easy to
reply

04

Simplify
your
signature

05

Avoid
slang and
abbreviations

DON'T SEND TEXT MESSAGES OR EMAILS WHEN YOU'RE UPSET OR ANGRY

“Speak when you are angry, and you will make the best speech you will ever regret. - **Ambrose Bierce**”



The image features a close-up, artistic view of a camera lens. The lens is the central focus, showing its intricate internal elements and the circular patterns of the glass. The background is heavily blurred, creating a bokeh effect with soft, out-of-focus light spots in shades of blue, green, and white. The overall mood is professional and technological.

VIDEO-CONFERENCING

VIDEO CONFERENCE

Be On Time

**Dress
Appropriately**

**Set The Right
Environment &
Background**

**Stay Muted Until
You Speak**

**Get A Good
Microphone &
Webcam**

**Make Sure Your
Internet
Connection Is
Stable**

**Don't Multitask –
Stay Focused**

**Don't Eat, Smoke,
Or Slurp Your
Drink**

**Speak Clearly But
Not Too Loud**

**Listen & Don't Talk
Over Others**

**Maintain Eye
Contact & Position
Your Webcam
Correctly**

**Talk Etiquette
Rules Beforehand**

VIDEO CONFERENCE - Three Ways to Prevent Conflict Before it Happens:

SCHEDULE AND TAKE

BREAKS

video calls are harder because it takes longer to process verbal cues and body language, forcing us to pay more attention to catch them.

SET

CLEAR BOUNDRIES

Establish the rules upfront on how you will deal with conflict during the meeting.

BUILD

COMMUNITY

Before beginning a work meeting learn from each other or gauge how people are feeling during this time. If people feel both connected as well as heard, they are less likely to be contentious during conflict

VIDEO CONFERENCE - Three Ways to Manage Conflict:



Ask Questions.

Remote work becomes difficult because there are not as many opportunities to get to know and understand your co-workers. Take time to ask questions.



Dedicate a Separate Time to Discuss the Conflict on Video/Phone.

The danger of video calls and working from home is there are many distractions that can prevent us from having the difficult conversations. Additionally, it is easy to also let a conflict fester between a co-worker and yourself, because after you end the video call, you might have a week before talking with them again or avoid talking to them altogether. Schedule time to discuss the conflict.



Use Written Conversation to Document the Conversation.

Harvard Business Review stressed the importance of following up with written communication following a video or phone conversation to discuss the conflict.

QUESTIONS

- HOW DO YOU RESPOND TO AN ANGRY EMAIL?
- HOW DO YOU COMMUNICATE WITH SOMEONE WHEN YOU ARE ANGRY?
- HOW DO YOU CLOSE THE LOOP ON CONFLICT THAT TOOK PLACE DURING A VIDEO CONFERENCE?
- HOW DO YOU COMMUNICATE EFFECTIVELY WITH SOMEONE THAT CONSISTENTLY MISSES DEADLINES?
- HOW DO YOU PROFESSIONALLY COMMUNICATE THAT YOU ARE UPSET OR DISAPPOINTED WITH SOMEONE?

DISCUSSION



CONTACT

A perspective view of a railway track receding into the distance. The tracks are made of steel rails on concrete sleepers with gravel ballast. The background is a hazy, open landscape with some trees and a building in the distance. A dark diagonal shape is overlaid on the left side of the image, containing the contact information.

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