



a healthy workplace, in times like these, requires more  
than civility

*presented by FEI*

Is incivility a learned behavior- true or false?

What are two ways people demonstrate this behavior?

What is the root of most incivility?

Besides civility, what else could you do?



today's new normal – a  
transformation of the  
workplace



raise your hand if...



# what is incivility?

Behaviors with ambiguous  
**intent to harm the target,**  
in violation of norms for mutual respect



# what is incivility?

Uncivil behaviors are characteristically rude and discourteous, displaying a **lack of regard for others**



what does incivility look like?



# the incivility continuum

## Negative Behavior

- Rude comments
- Insensitive actions
- Unintentional slights
- Complaining
- Gossip/rumors
- Cultural bias
- Crude jokes
- Profanity

## Verbal Aggression

- Yelling / loud voice
- Belittling comments
- Intimidation / threats
- Discriminatory comments
- Cursing at someone
- Humiliation

## Physical / Sexual Aggression

- Assault / Battery
- Throwing objects
- Violent outbursts (e.g., hitting the wall)
- Inappropriate touching
- Harassment





# defining civility

Civility is a form  
of benevolent  
awareness

Respect

Sacrificial  
restraint

Consideration



- Politeness
  - Respect
  - Affirmation
  - Morality
  - Connection
  - Accountability
  - Assertiveness
  
  - The Golden Rule
- Manners
  - Tolerance
  - Self-Restraint
  - Focus
  - Public Health
  - Quality of Life





Recruiting  
Productivity  
Customer service  
Presenteeism  
Morale  
Retention  
Communication  
Bottom line



**89%** a **serious problem** in today's society.

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**90%** they were **not personally rude**.

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**50%** it is **extremely serious**.

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**78%** civility has **deteriorated considerably** over the past ten years.



**90%**

contributes to the  
**increasing violence in this country.**

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**85%**

**divides** the national community.

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**50%**

contributes to **eroding crucial values**  
such as respecting others.

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# the terrible 10

JHU/UB JFI Baltimore Incivility Survey, 2007



# 10

Multi-tasking in mid-conversation  
or in a meeting





09

Smoking in non-smoking areas, or near non-smokers without permission





08

Misuse of parking or other resources intended for people with disabilities



07

Littering (trash, spitting, pet waste)





06

## Aggressive behavior or bullying



# 05

Jokes or remarks that mock race, age, gender, disability, sexual orientation, religion, etc.





# 04

## Mistreating service providers



# 03

Taking credit for someone else's work, ideas, contributions, etc.



# 02

## Road Rage

Dangerous, reckless, aggressive driving





01

# Discrimination





# other common examples

- Emotional put-downs
- Using the silent treatment
- Making accusations about professional competence.
- Abusive micromanaging subordinates
- Interrupting others
- Workplace gossip and talking behind someone's back
- Making public humiliating remarks
- Aggressive behavior & bullying
- Not listening
- Ignoring someone's presence
- Invading co-worker's space
- Leaving a mess in the office kitchen for someone else to clean up



“When they go low, we go high...”



In times like these, which five characteristics of a healthy workplace are most important?

**Dignity**

**Respect**

**Integrity**

**Humility**

**Fidelity**

**Courage**

**Kindness**

**Justice**

**Patience**

**Honesty**

**Quality**

**Trust**

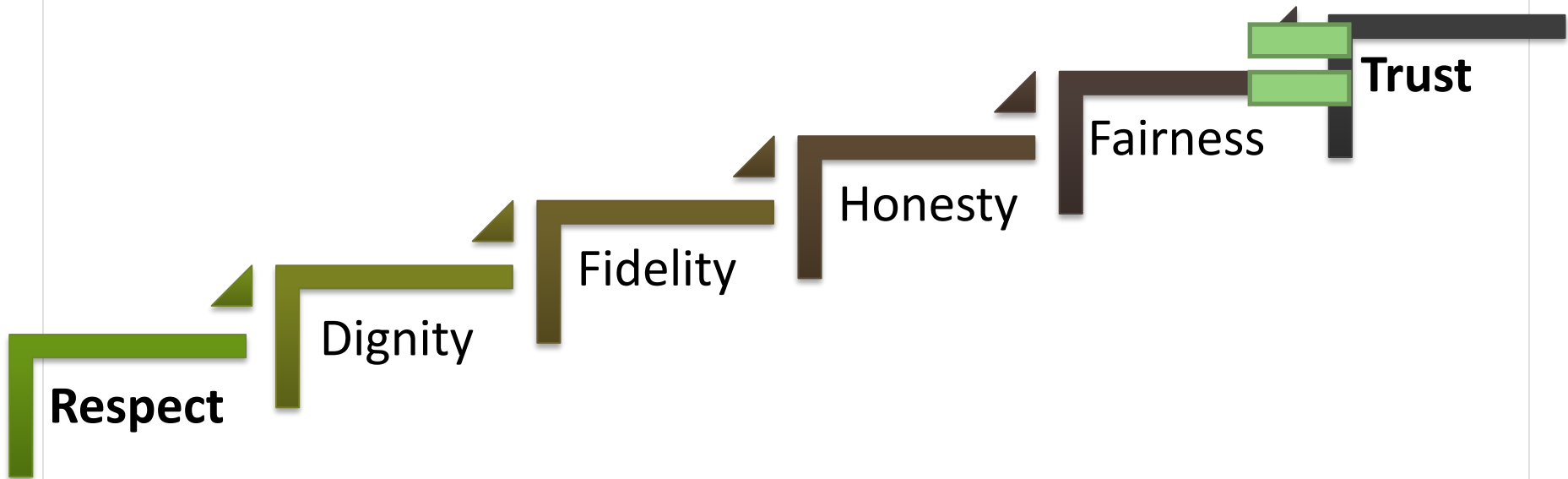
**Temperance**

**Forgiveness**

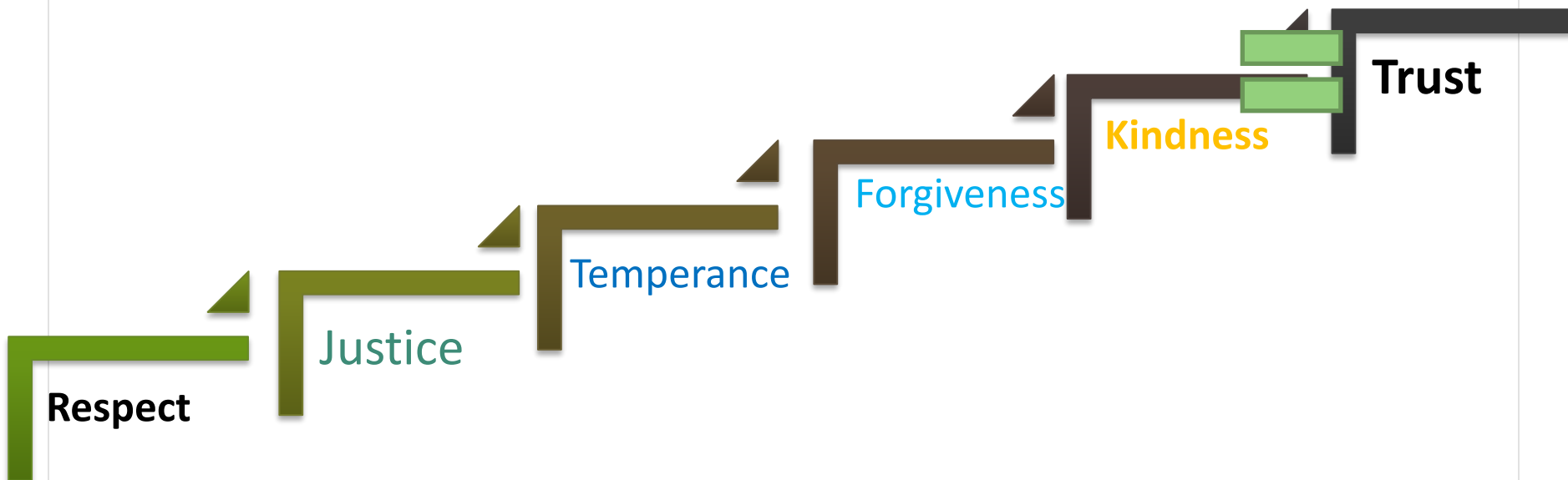
**Honor**

**Fairness**

# what it took pre-pandemic

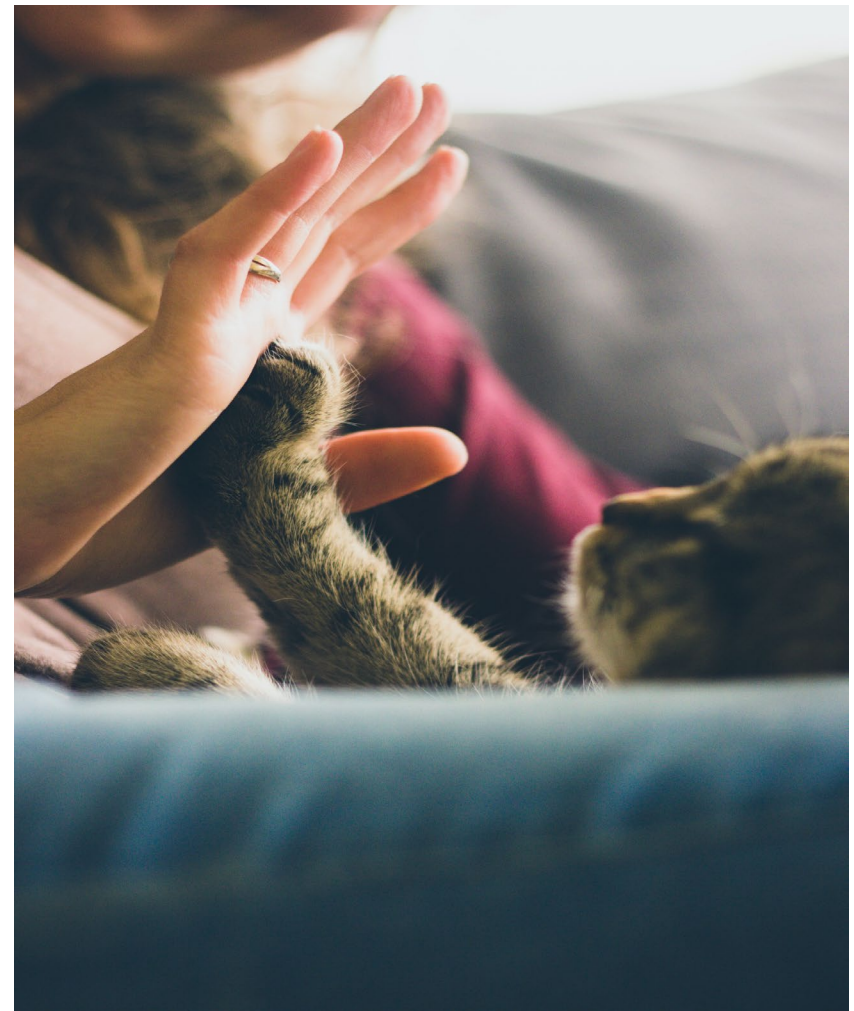


# what it takes post-pandemic



# kindness is...

- Love
- Acceptance
- Courtesy in daily life
- Empathy
- Proactively being honorable towards others



# benefits at work



Very helpful to co-workers

Reduce burn-out &  
absenteeism

Improves well-being and  
quality of work life

Triggers positive emotions

Boosts self-esteem

Improves evaluations and  
leadership ratings



# benefits personally

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Life feels more meaningful

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Doing things for others improves well-being

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Increases happiness levels

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Shapes how others see us

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Improves reputation everywhere we go

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Gives belief that we have what it takes to be a good person

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Giving makes us happier than receiving

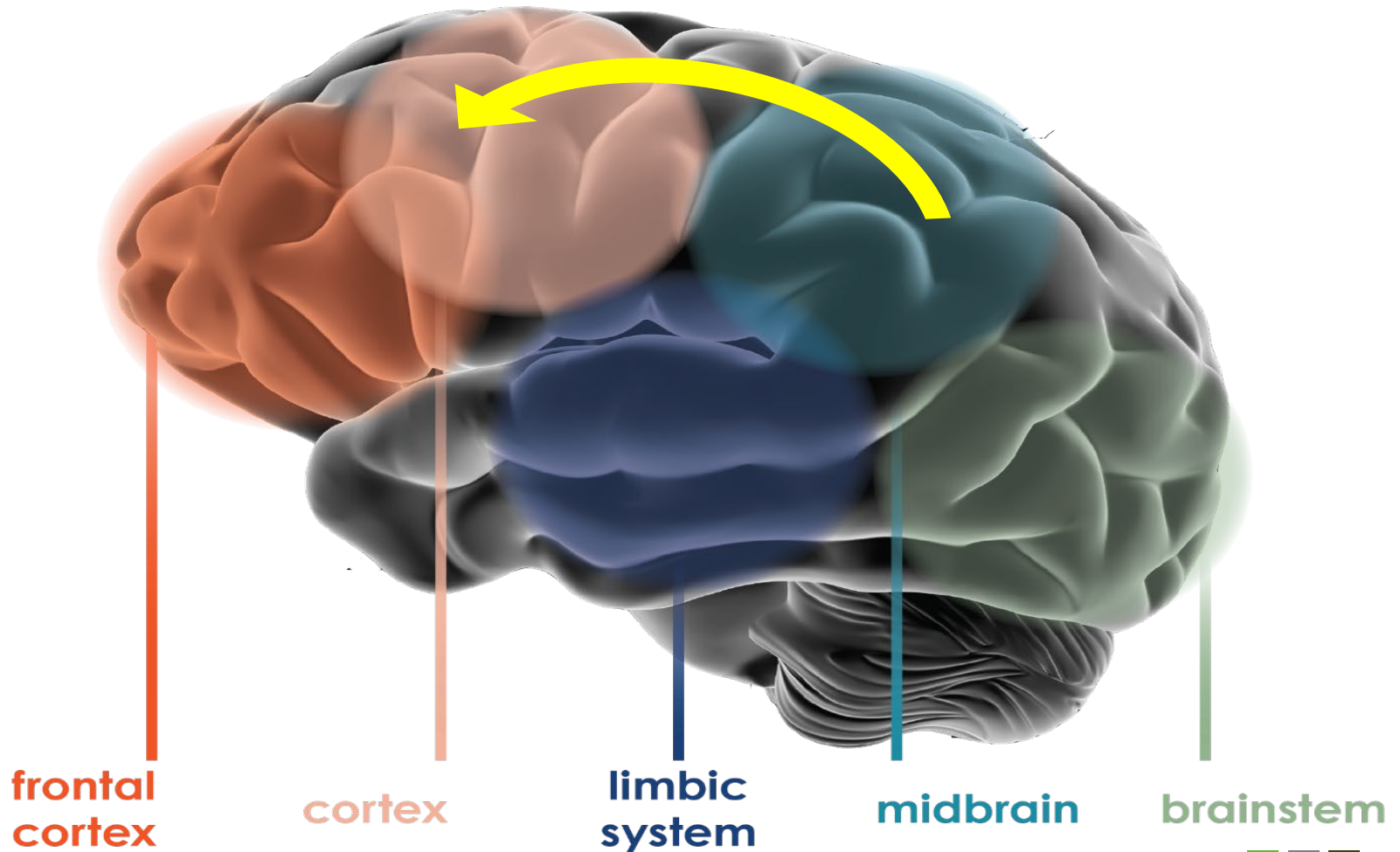
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Improves and grows brain functioning





# brain science and kindness



where do we start?



# be kind to yourself



recent studies confirm  
that thoughts of self  
kindness and mental  
health are connected

Promotes relaxation

Motivates and inspires us  
to pass it on to others



**HALT**

Hungry    Angry    Lonely    Tired

# self-care ideas and tips...



- Eat for Wellbeing
- Breathwork & Relaxation
- Exercise & Movement
- Talk more

*How do I feel?*

*What food makes me feel  
good?*

*What food zaps my energy?*

*What food makes me fall  
asleep?*



# good mood foods

"FAB" MOOD FOODS	VERY GOOD MOOD FOODS	GOOD MOOD FOODS	LOW MOOD FOODS
Arugula Avocados Blueberries Eggs Kale Mushrooms Quinoa Salmon-Shrimp Spinach Sweet Potatoes Walnuts -Pecans	Almonds-Brazil Nuts Broccoli Brown Rice Cherries Chia Seeds Chicken Chickpeas Dark Chocolate (70% min) Peppers (all colors) Raspberries	Beef Cashews Cayenne Pepper Cilantro Ginger Lemons Tomatoes (canned or fresh) Whole grain pasta Zucchini	Canned soup <i>(check labels)</i> Soda and diet drinks Energy drinks and sweet drinks Sweetened, processed breakfast cereals and cereal bars Pastries and baked goods- doughnuts, cookies, etc. Refined white sugar and flours MSG and other food additives and colorings Margarine

Source: Adapted from The Happiness Diet: Good Mood Food Index, Rachel Kelly





# using your breath

In a study published in The Lancet, cardiac patients who took 12 to 14 shallow breaths per minute were more likely to have low levels of blood oxygen.

Low blood oxygen may:

- impair skeletal muscle and metabolic function
- lead to muscle atrophy and exercise intolerance

*Six breaths per minute is considered optimal.*





- Inhale for count of 4
- Hold for count of 7
- Exhale loudly for count of 8.
- Do six times twice a day

**Remember to breathe from your diaphragm. Imagine a balloon filling it up and then letting the air out..**



# progressive muscle relaxation

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PMR is the methodical focus given to each muscle group, to contract and then release the muscles.

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Because muscle tension accompanies anxiety, anxiety can be reduced by the practice of relaxing the muscles.

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PMR relieved insomnia, ulcers and hypertension.



# exercise/movement



It is important to incorporate a well-rounded exercise program to help offset mental and physical stress.



Conditioning the body will prepare it to handle future stress of handling physical daily activities.

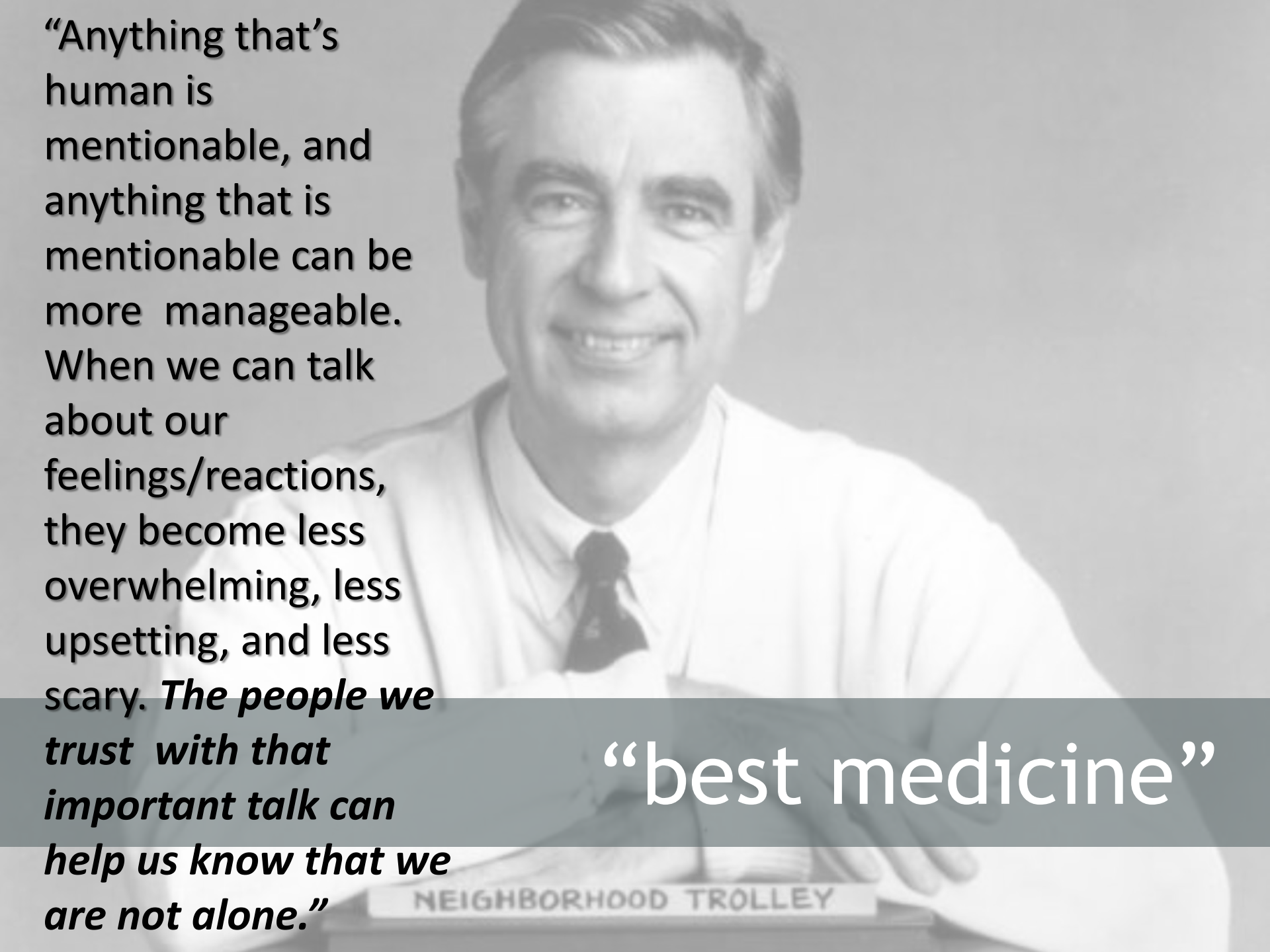


Walk in nature or in a relaxing environment.



Consider adding a Yoga or stretching practice to your routine.





“Anything that’s human is mentionable, and anything that is mentionable can be more manageable. When we can talk about our feelings/reactions, they become less overwhelming, less upsetting, and less scary. *The people we trust with that important talk can help us know that we are not alone.*”

“best medicine”

NEIGHBORHOOD TROLLEY

next



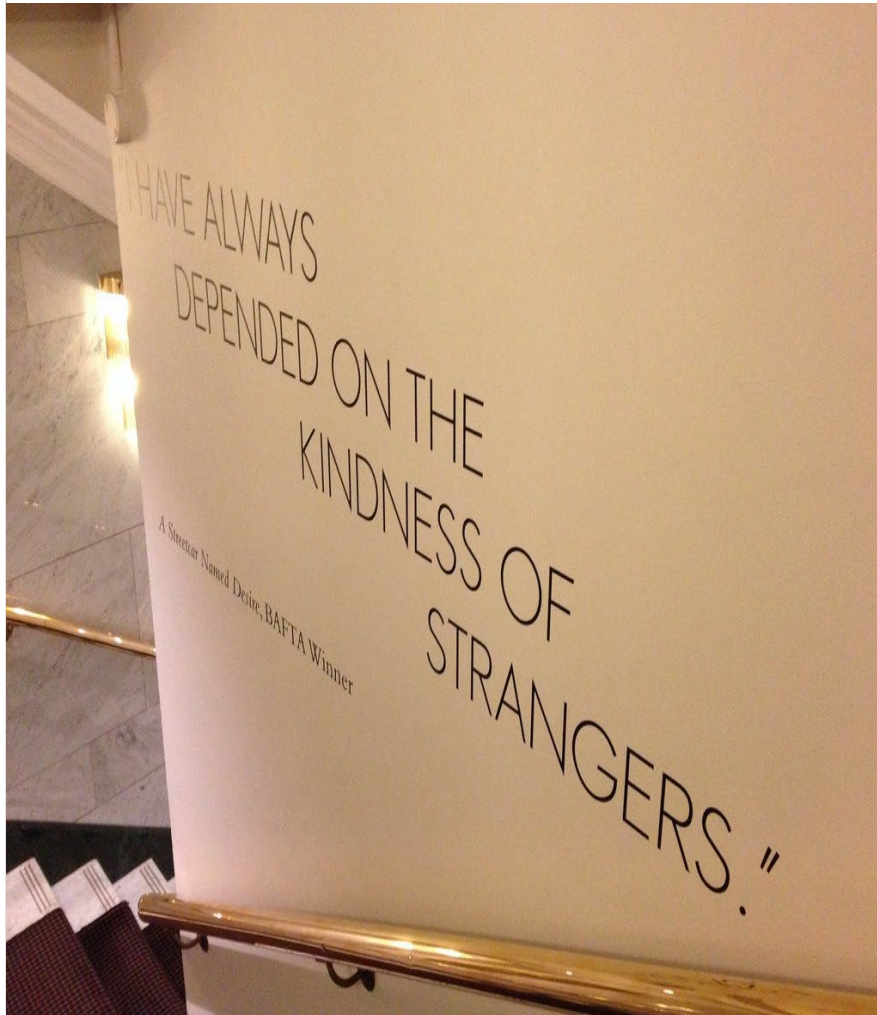
# Kindness tracker

- Count the number of kind acts
- The contagion effect causes more kindness and gratitude





be kind to those you don't know



Kindness shown to strangers has equally positive effects on happiness as kindness to ourselves and those we know and love

# encourage younger humans around us

- Intentionally kind behaviors helps develop perspective, friendships and community





# keep it organic and in the moment

- Surprise others and yourself
- Practice random acts
- Informal and spontaneous acts may bring more happiness



## use it in your significant relationships

- Remember kindness when angry with others in your life
- Dr. Gottman (psychological researcher) tells us “kindness informs how we choose to express our anger. You can throw spears, or you can explain why you’re hurt and angry, and that’s the kinder path.”



"CONSTANT KINDNESS CAN ACCOMPLISH  
MUCH. AS THE SUN MAKES ICE MELT,  
KINDNESS CAUSES MISUNDERSTANDING,  
MISTRUST, AND HOSTILITY TO EVAPORATE."

- ALBERT SCHWEITZER



**RANDOM ACTS OF KINDNESS**  
FOUNDATION®

[www.randomactsofkindness.org](http://www.randomactsofkindness.org)

# induce kindness

- Practice every chance you get
- Its like a muscle...gets stronger the more you exercise it



# Managers...lead by example



If you want something, give it out first

Motivates others to copy your behavior and creates team kindness norms

Set aside time for team members to acknowledge each other and the work they are doing

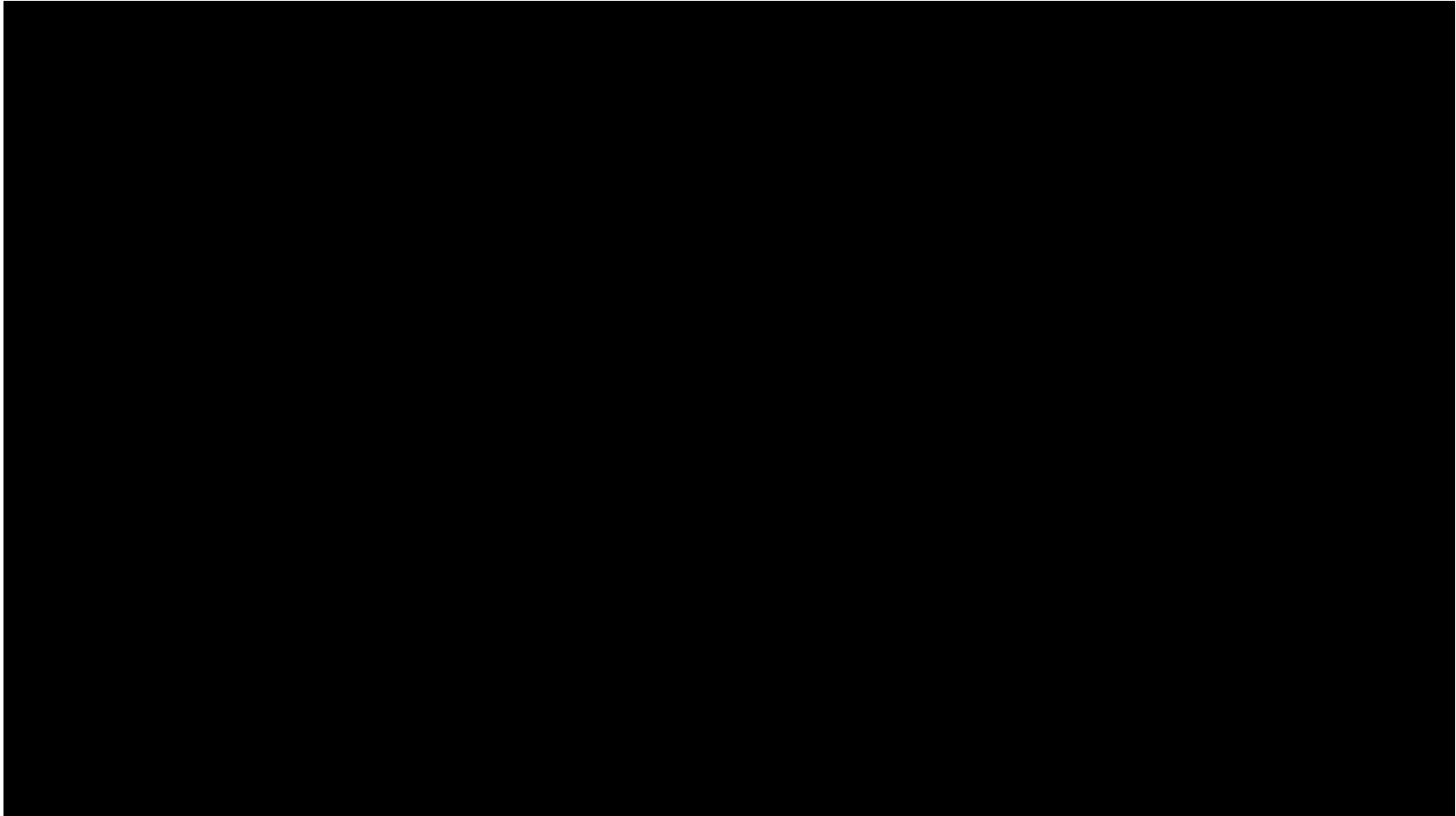
Other ideas?

activity



What's one commitment you can make today to contribute to being a more civil and kinder citizen?







When I was young, I admired clever people.  
Now that I am old, I admire kind people.”  
—Abraham Joshua Heschel



questions



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