

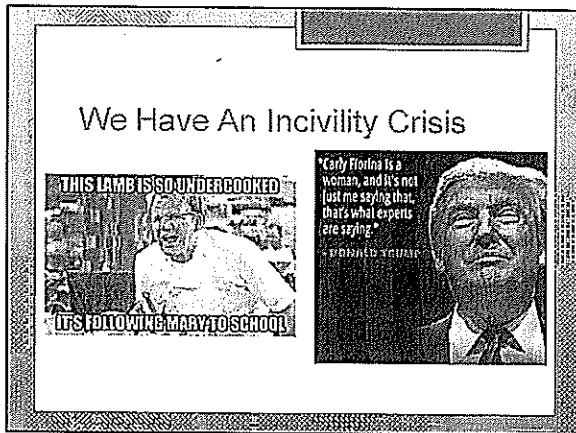
Our Work Today

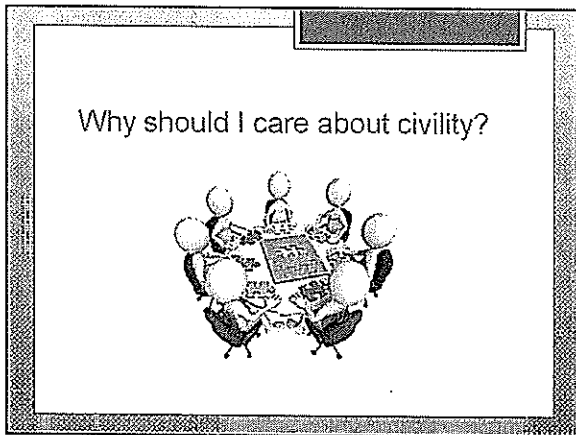
- What is civility?
- Why is it important at work?
- What is bullying, what can be done about it?
- Tips for promoting civility.

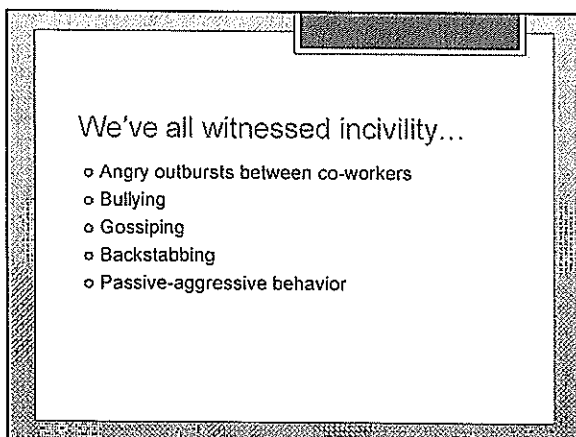
Civility

ci-vil-i-ty (se'viledē/)

Polite, reasonable, and respectful behavior.







Workplace incivility can occur in small ways too...

- o Music too loud for office space
- o Kitchen/lunchroom areas left messy
- o Work areas/conference rooms treated as personal place, not for the use of all
- o Interruptions and personal attacks during meetings
- o Conflicts between expectations or approaches between co-workers

To whom should I demonstrate civility?

Supervisors/Management

Co-workers/colleagues in my department and in other departments

Students, parents, visitors, and the general public

Direct reports

Four Generations at Work

Each generation has *different* perspectives and *different* values related to work, authority, socialization and skills.

1946-1964 Baby Boomers Generation X 1965-1979

1980 - Generation Y Traditionalists 1909-1945

MANAGING ACROSS GENERATIONS				
Views	Veteran	Boomer	Gen X	Gen Y
Education	Dream	Birthright	Tool	Mandatory expectation and incredible expense
Loyalty	Unquestioned	To the Organization	To the Occupation	To Self Interest
Technology	Hope to Outlive it	Pretend to Master it	Enjoy it	Employ it in Everything You Do
Employment	Grateful to have a job	You owe me a job	Your job has to relate to what I like	Work is like a cafeteria

"An eye for an eye makes the whole world blind"
—Mahatma Gandhi

Healthy/Unhealthy Behaviors

Contributors to Incivility/Unhealthy Behaviors:

- Long hours / overwork
- "Hot" temperament
- Workplace stress
- Inflexibility
- Passive aggression
- Hurt feelings
- Intolerance of individual differences

Healthy/Unhealthy Behaviors (continued)

- Remember pleasantries
- Don't interrupt others
- Be open-minded
- Say what you mean
- Be aware of your tone and volume
- Don't argue for the sake of arguing;
Pick your battles
- Be respectful, even in disagreement

Civility in E-mail

- Don't ignore emails
- Consider whether your point is better communicated in person
- Don't forget pleasantries, e.g., "Hello"
- Be aware of tone
- Have a trusted colleague review before sending
- Keep emails to the point
- A phone call can relay context and tone better than an e-mail


Bullying

Repeated mistreatment of one employee who is targeted by one or more employees with a malicious mix of humiliation, intimidation, and sabotage of performance.

- It is intentional
- It can be done by a group or individual

Have You Been Subjected to Workplace Bullying?

- Received unwarranted or unfair criticism?
- Been sworn at?
- Treated differently from co-workers?
- Been excluded or isolated in the workplace or social situations?
- Been shouted at or humiliated?
- Been the target of practical jokes?
- Had work assignments excessively monitored?
- Been blamed without clear factual justification?



How to address workplace bullying ?

- o Report to Supervisor
- o Report to UUP
- o Contact EAP
- o Report to Human Resources
- o University Police (imminent threat)

Coping With Bullying Behaviors

- o Refuse to be a victim
- o Do not isolate yourself
- o Seek out support of friends and family
- o Keep a sense of perspective and a sense of humor
- o Focus on outside pursuits that provide pleasure
- o Evaluate your skills and consider employment options within SUNY or in other sectors
- o Talk to EAP
- o Contact UUP

SUNY Brockport Workforce Violence Prevention Policy (Sample)

•It is the policy of SUNY Brockport that each of our employees has the right to a workplace free from violence. Threats, acts of violence and acts of aggression by employees or against employees by coworkers, members of the public, or others will be responded to promptly.

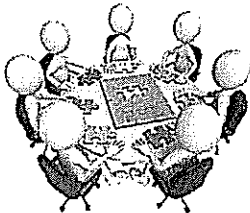
•For purposes of this policy, violence is defined as any physical assault, actual threat, or threatening behavior occurring in the work setting. This includes actions of employees, supervisors, visitors, vendors or any other person.

Workforce Violence Prevention Policy

Incident Reporting

- University Police Department (if imminent danger exists)
- Department chair/manager of the area in which the employee reports
- Dean, Vice President or Provost
- Director of Human Resources
- UUP Chapter Officers

How Would You Promote Civility at Work?



Promoting Civility

- Find things for which to thank others
- Don't use profanity
- Model civil behavior for employees, students and the public
- Get sufficient sleep each night
- Listen actively to co-workers
- Manage stress in your life
- Try to be more inclusive – if cake is brought in for a birthday celebration – ask all employees to participate

