CIVILITY IN THE WORKPLACE
Focus Today

- ...perspective of staff, faculty, or patients/parents
  - Avoidance of issues
  - Confronting issues when they arise
What we DON’T control:

- An individual’s thoughts
- An individual’s actions
- Reactions when expectations are unclear
Controls

- What we DO control:
  - Our words
  - Our posture
  - Recognition of escalation

- What we as leaders control:
  - Who we hire
  - Policies/procedures
  - Communication of expectations
  - Training
  - Role modeling
Good hiring practices
- Leaders, are you involved?
- Price of compromising

Solid policies/procedures
- Do they make sense? Updated?
- Has everyone affected been involved?
- Communicate! Annual training?

Setting customer expectations!
Handling Acute Situations

- 100% prevention is not possible
  - We cannot control others!
- Be aware when escalation is occurring
  - Control your emotions
  - Not easy to do, but can help the situation
- Pay attention to the individual
  - They need to feel important
Handling Acute Situations

- Show them you are listening
  - Give the situation all the attention it needs

- Provide feedback; Do not judge!
  - Plenty of time for assessment later…

- VUPD if necessary
  - If you feel it's out of control
  - If you feel it's headed down that path
After the Acute Situation

- Once situation is over, take time to assess
- Is this likely to continue?
- Is corrective action appropriate?
- Do you need Human Resource guidance?
- What could YOU have done differently?