The Civility Solution

Civility – being aware of and showing regard for others and weaving restraint, respect, and consideration into the very fabric of this awareness. The original meaning of *to regard* is "to look", "to notice," and "to keep in view."

Rudeness – disregard; to look elsewhere, to withdraw attention – and, with it, respect and consideration. It diminishes and demeans.

Civil Behavior	Uncivil (Rude) Behavior
• Pay attention – notice others	• Don't pay attention – self-focused
• Be self-aware – know emotions and how they are affecting others	• Be clueless of how you are coming across to others
• Acknowledge others	• Ignoring or dismissing others
• Listen – be interested in others	• Don't listen, be distracted, interrupt others
• Include others in conversation, group activities	• Leaving others out, do not invite others in
• Be kind – smile	• Embarrass, brag, talk down to
• Speak well of others	• Gossip behind others' backs
• Accept and give praise	• Withhold compliments or only notice when someone is NOT doing something right
• Accepting someone's "No"	• Not accepting a "No", manipulating to get your way
• Respect others' opinions	• Downplay or slam others' opinions; act as if your opinions are superior
• Be agreeable	• Not admit you might be wrong, or that you don't know
• Be aware of noise – are you disturbing others?	• Being too loud – talking, music, phone calls, etc.

Information on civility adapted from *Choosing Civility* and *The Civility Solution* by P.M. Forni, co-founder of the Johns Hopkins Civility Project.

Find resources at www.vanderbilt.edu/care

How to Respond to Workplace Incivility (Rudeness)
Feedback Conversation Sequence

Use the following sequence when giving feedback. Is the behavior a habit or only a one-time thing?
Check your attitude; are you neutral? Use the format to plan your conversation.

"I feel…_____

"When you…_____

"Because I…_____

Pause for discussion. The key is dialogue and to hear the other person's perspective.

"I would like…_____

"Because of…_____

"What do you think?"

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Feedback Scenarios

1. The colleague who sits next to you is oblivious to the fact that his unnecessary noise prevents you from doing your own work (music, conversations, etc.)
2. You overheard a team member speak rudely to a student/family member/patient/visitor.
3. A team member has been sharing very personal details about his/her life and it makes you uncomfortable.
4. During a staff meeting, a colleague made a sarcastic remark (while rolling her eyes) about another team member's suggestion.
5. You often have to do a co-worker's part in a presentation because they are consistently late and/or not prepared.

My Action Plan

What is a behavior I need to **STOP** doing?

What is something I need to **START** doing?

What is my next step in building more effective communication skills? Book to read/class to attend?
List one and when you will start. Who can support you?

How will you know you have succeeded?