

# CIVILITY IN THE WORKPLACE

# Focus Today

- ▣ ....perspective of staff, faculty, or patients/parents
  - Avoidance of issues
  - Confronting issues when they arise

# Controls

- ▣ **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

# Avoidance of Issues

- ▣ **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 its out of control
  - If you feel its 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?