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Civility tune-up

Fuzzy line of rudeness:

Why reducing rudeness matters

A 45-minute webinar for all employees and leaders, with a 15-min Q&A for CPA Alberta

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Founder and President
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30+ Years of **experience**

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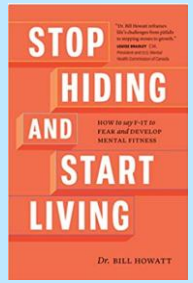
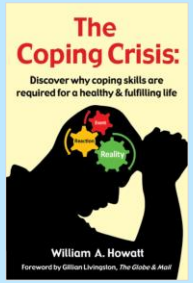
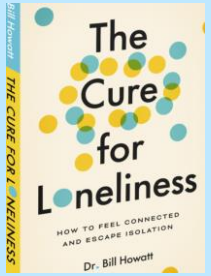
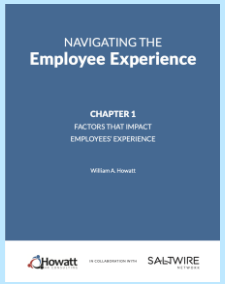






Author of over 400 articles and over 40 books

- Chair National CSA Standard on substance impairment in workplace
- CSA OHS Standards steering committee member
- Former Chief Research Workforce Productivity, CBOC
- Former Chief of Research and Develop, Morneau Shepell
- Pacific University Research Advisory Board
- Regularly contributor Chronic Herald and Talent Canada
- Co-creator Employee Recommended Workplace Award



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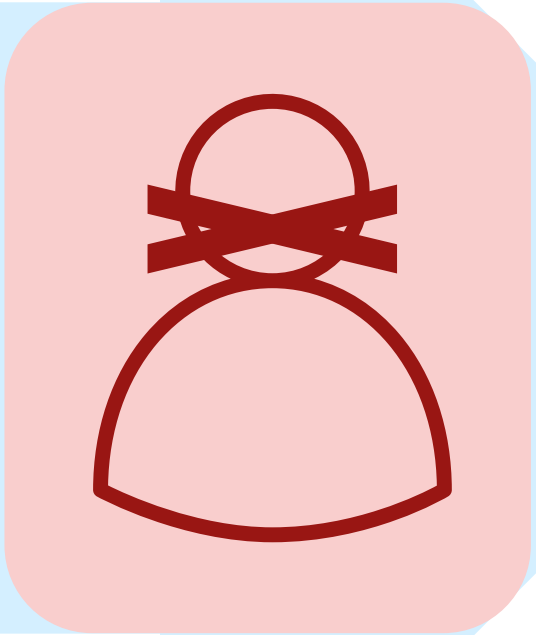
Learning Objectives

- ❑ Review factors that influence a workplace culture
- ❑ Explore rudeness and its impact on organizations and employees
- ❑ Discuss the 12 weeks challenge to reduce rudeness

Goal: To assist in putting attention on civility in the workplace, as way to strengthen the culture and to bring the organizations values to the forefront.

Outline

1. Workplace culture
2. Workplace incivility
3. Reducing rudeness



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Pre-Work

Did you read the Fuzzy Line article and what is one take away from it?

What we learned from the Fuzzy Line Baseline survey:

Top five rudeness concerns based on the FLB survey #XXX employees reported
1. D
2. D
3. D
4. D
5. D

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Section 1

Workplace culture

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How do you define workplace culture?

It is the accepted minimal standard of behaviours all employees collectively adhere to consciously or unconsciously.

Workplace culture takes on it's own personality

Culture can be positively or negatively shaped

Workplace values are guiding principles

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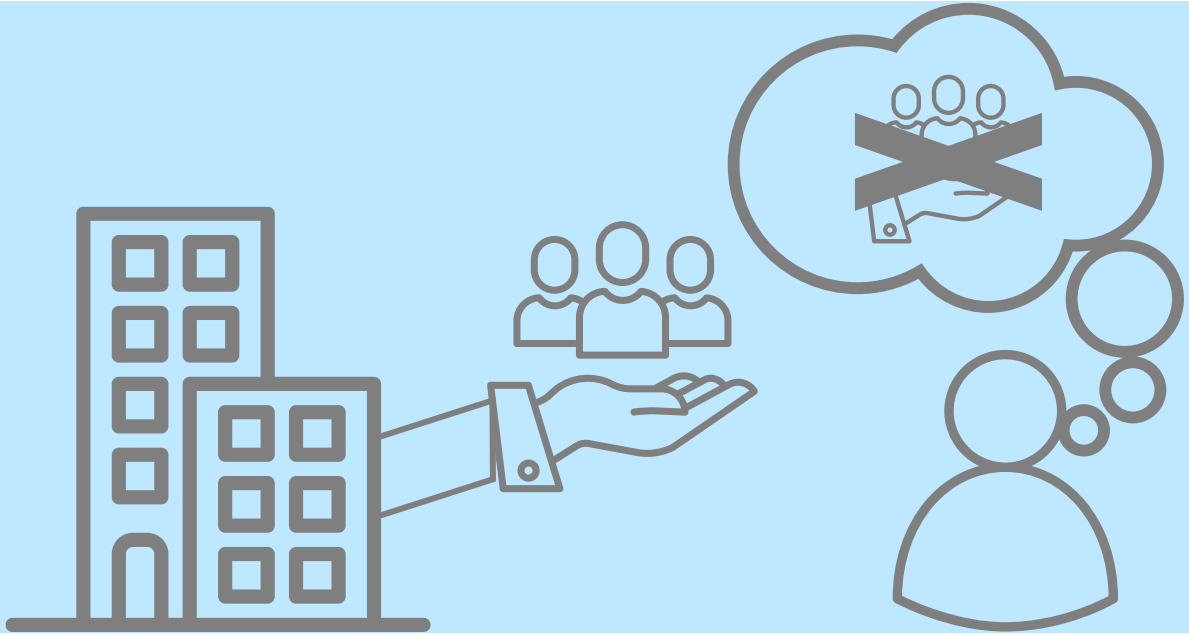
Why workplace value gaps exist

Many organizations espouse a set of values that the average employee does not know, or does not believe actually exists.



As leaders become more senior, it is common for them to develop a more positive lens as for how things are going for the average employee

- Focused on results
- Rarely engage in conversation about values
- Not held accountable for their behaviour

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Activity 1 – Workplace five item value check-up

Workplace five item value check-up	Rate 1-10
1. How well do you know your workplace values?	
2. Do you review your workplace values?	
3. Do you talk about workplace values with your peers?	
4. How often does your direct manager talk about workplace values	
5. How aligned is the average employees' day-to-day actions to the workplace values posted on the wall?	

Customers will never love a company until the employees love it first

- Simon Sinek

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Tips for bringing workplace values to the forefront

- Promote values on a regular basis and make them visible.
- Encourage all employees to talk about values and use them in their day to day decisions
- Promote the HBO documentary *Mindset*
- Acknowledge peers who make value-based decisions
- Encourage leaders to reinforce values
- Reward employees based on their congruency to the workplace values

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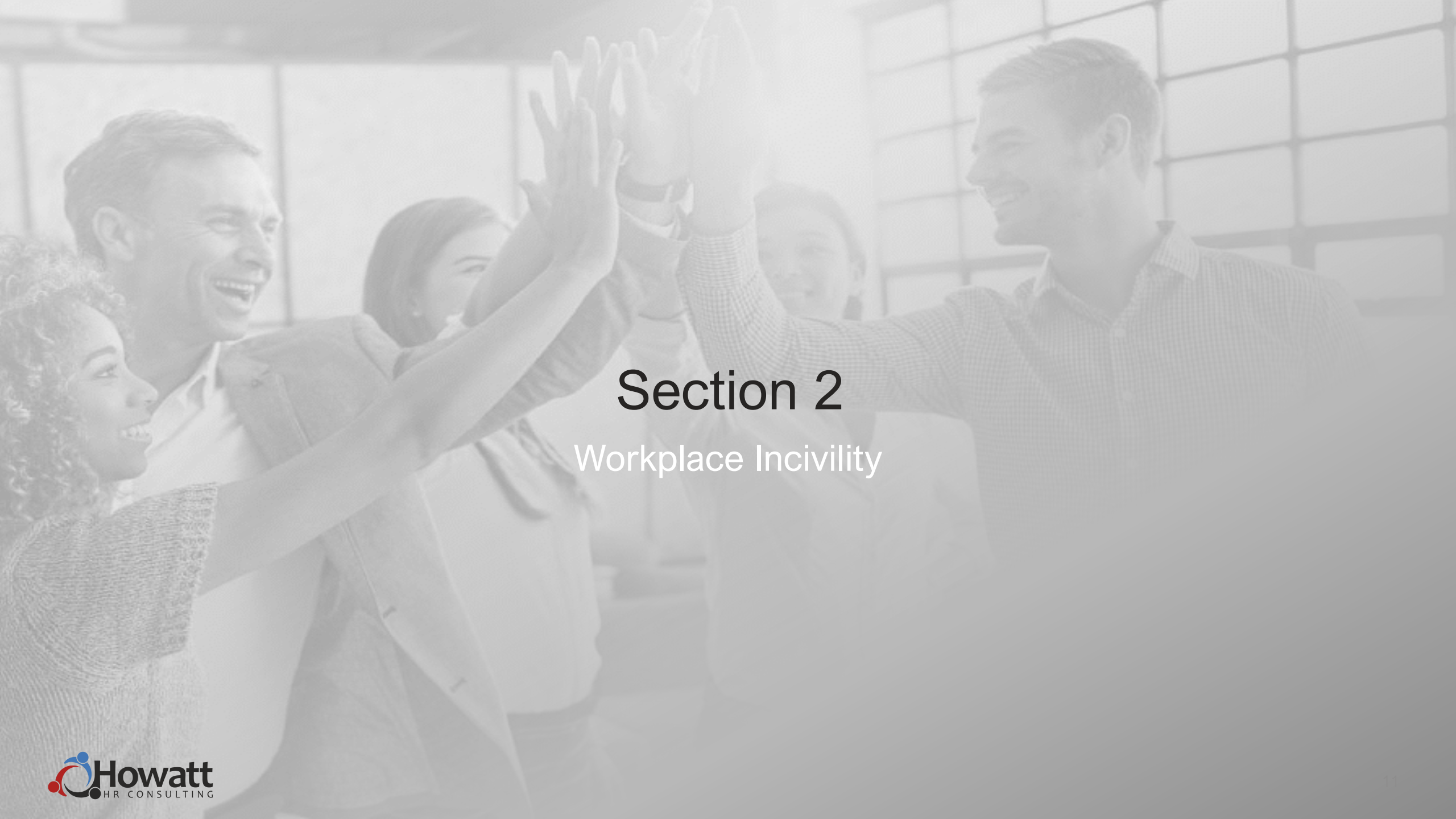

Section 2

Workplace Incivility

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Incivility AKA rudeness

Rudeness is subjective. Two people in the same situation, one thinks the presented behaviour is fine where the other thinks it is rude.

12 examples – Do you do any of these?

- Littering
- Taking credit for others work
- Not cleaning up after your dog
- Driving slow in the passing lane
- Not returning shopping carts
- Not returning calls after saying you would
- Tail gating
- Talking on cellphone in during a movie
- Parking in handicap spaces
- Grooming in public
- Being late
- Leaving a mess in public washrooms

Rudeness can be defined as a lack of respect to adhere to social norms of acceptable behaviour

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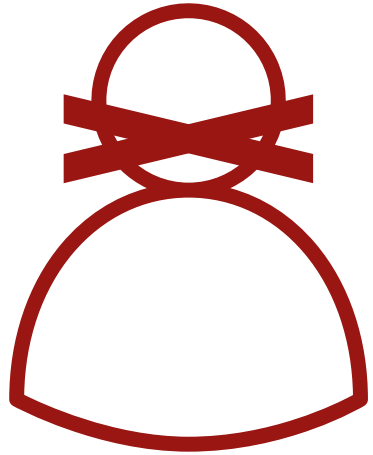
Examples of rudeness in the workplace

Rudeness in the workplace

Examples | On the rise | Each day at work | Cost of rudeness | Performance, finances, moral | Good news

- Disrupting others
- Poor manners
- Unfair behaviour
- Failure to greet
- Failure to acknowledge
- Crude language
- Subtle harassment
- Disruptive behaviour



There is never a justifiable excuse for intentional rudeness. 50% of people say they are rude because they feel overloaded. This is why we promote mental fitness and psychological health and safety to reduce the drain of rudeness.

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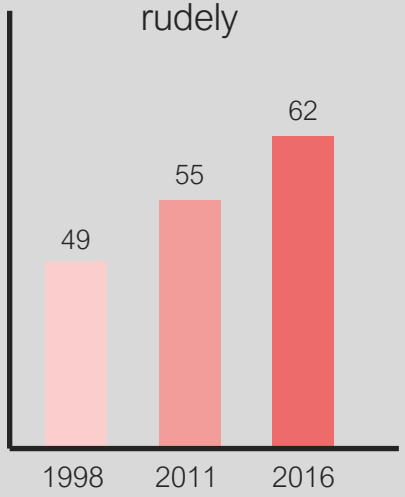
Workplace incivility is on the rise

Rudeness in the workplace

Examples | **On the rise** | Each day at work | Cost of rudeness | Performance, finances, moral | Good news



47% of those who were treated poorly decreased time spent at work, and 38% intentionally decreased the quality of their work.

66% admitted their performance declined and 78% said their commitment to the organization declined.

88% lost work time worrying about the incident, and 63% lost work time avoiding the offender.

Nearly everybody who experiences workplace incivility somehow settles the score

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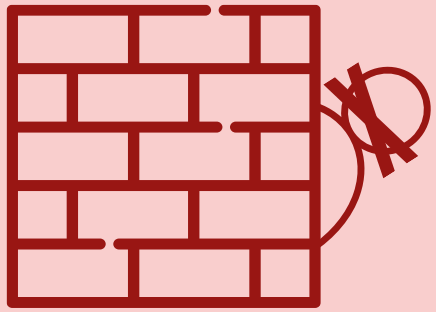
Rudeness can influence how employees show up

Rudeness in the workplace

Examples | On the rise | **Each day at work** | Cost of rudeness | Performance, finances, moral | Good news

Rudeness is on the upswing simply because it does not get the same attention as workplace violence or harassment



Examples of how experiences with rudeness can shape how employees show up and perform

- Spend time being distracted because of rudeness.
- Spend time worrying about future rudeness that may happen.
- Impacts motivation and commitment to job.
- Deliberately become less committed.
- Can be less likely to want to help others.
- Can be less likely to want to volunteer for task outside core work.

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The cost of rudeness is often millions per year

Rudeness in the workplace

Examples | On the rise | Each day at work | **Cost of rudeness** | Performance, finances, moral | Good news

- Loss of discretionary effort
- Turn over
- Negatively impacts innovation
- Increased sick time
- Poor customer service
- Increase risk for compliance violations
- Lower employee engagement
- Increase mental and physical health concerns
- Higher risk for employees to consider quitting

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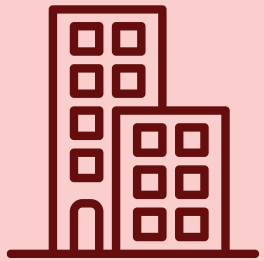
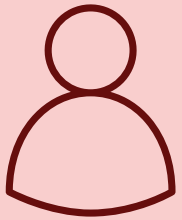
Negative impacts of rudeness

Rudeness in the workplace

Examples | On the rise | Each day at work | Cost of rudeness | **Performance, finances, moral** | Good news



1000 employees



980 experience act of rudeness

Disrupts focus for timeline equal to one day

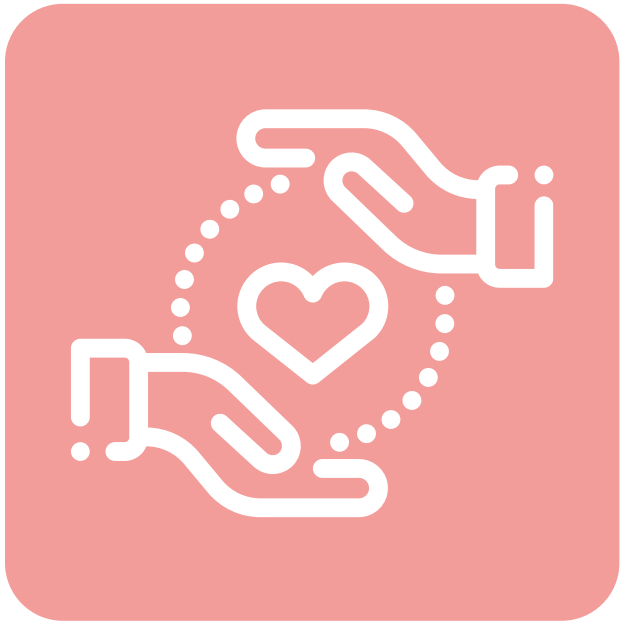
Average day rate = $300
Total cost of rudeness $294,000

Good news about rudeness

Rudeness in the workplace

Examples | On the rise | Each day at work | Cost of rudeness | Performance, finances, moral | Good news

- Though rudeness is on the rise, it is often due to ignorance not malice
- Reducing rudeness requires self-awareness
- One key to this is becoming mindful of implicit or unconscious bias
- We all have some level of bias, this bias can trigger rude behaviour
- To reduce rudeness, begin with an authentic desire to treat others with respect and civility



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Tips for managing unconscious bias

The unconscious mind controls more daily decisions than the conscious mind.

The conscious goal can be undermined by implicit bias. Alone the conscious mind cannot completely control the unconscious.

Understanding implicit bias and setting a realistic goal does not remove bias but eliminates it's negative effects.

Talking about reducing bias can help shape the unconscious mind to desire equality and fairness.

Intentionally treating all people in a civil manner can help align your unconscious mind. When you detect a bias, catch it and release it.

Activity 2 – How much rudeness is acceptable?

How much rudeness is acceptable in the workplace?

What are two things you can do to reduce rudeness in the workplace?

Put in the chat what you can do to reduce rudeness

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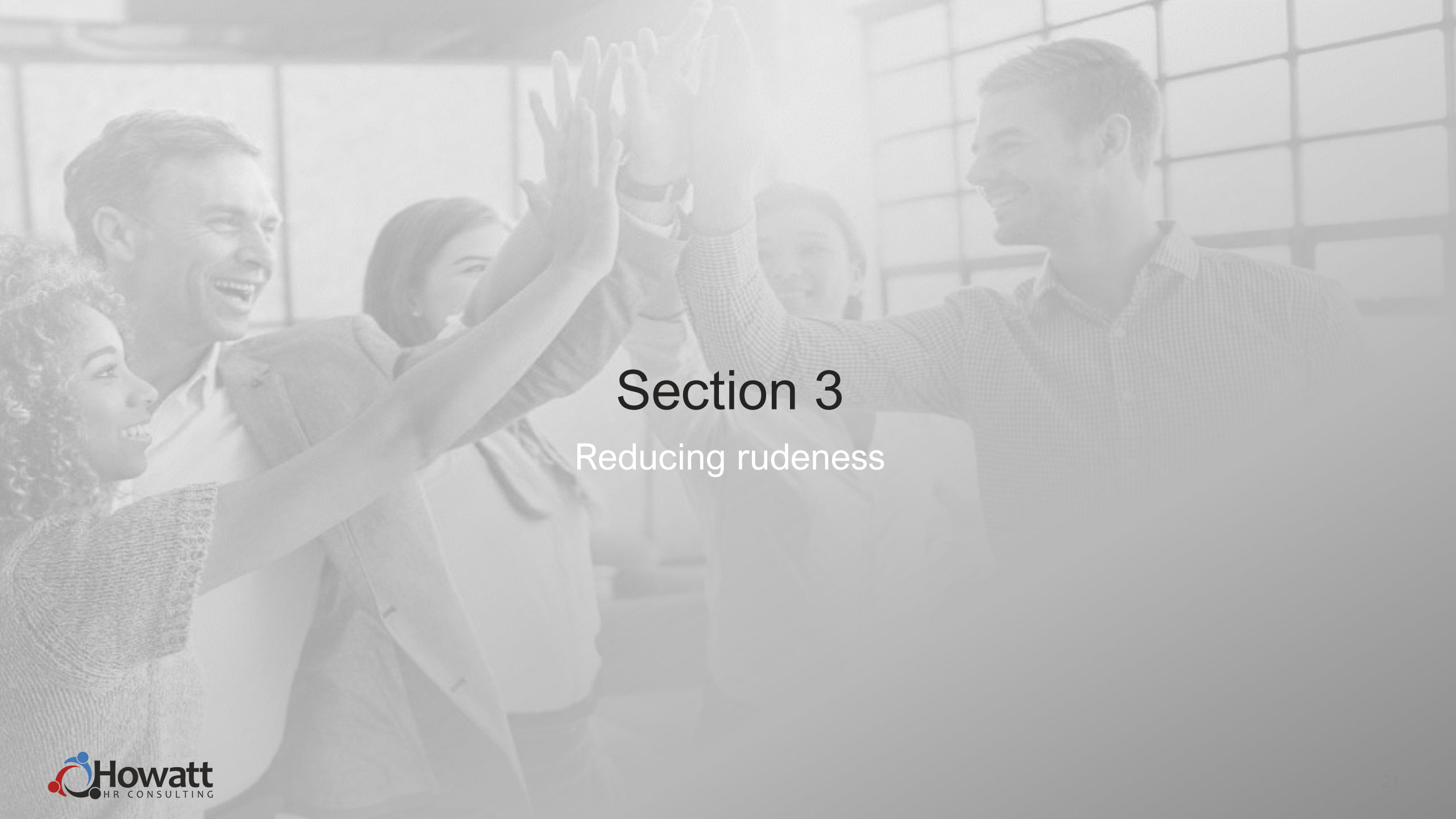

Section 3

Reducing rudeness

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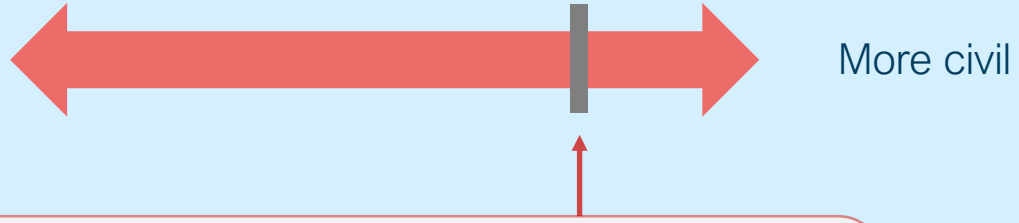
Reducing rudeness begins with intention

Reducing rudeness begins with practicing civility

In *Mastering Civility* Christine Porath makes the case that rudeness and incivility in the workplace damage work relationships and efficiency.

The line on rudeness



You can reduce rudeness if all employees focused on their own behaviour with intention

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Adopting axioms

Creating a filter for how to reduce rudeness by adopting some axioms

Do not assume what is funny for you is funny for others.

Do not assume even when you are trying to be respectful you may be perceived by another person as being rude.

Be open to the possibility you may have been rude and when you learn you have been, apologize and ask what you can do to fix it

12-week reduce rudeness challenge (RRC)

1. All employees complete Fuzzy line of rudeness webinar
2. All employees and leaders commit to reducing rudeness
3. All employees complete the one-minute pulse check: Rudeness meter
4. Leadership monitors the pulse check and based on feedback, matches a communication or strategy to help reduce rudeness

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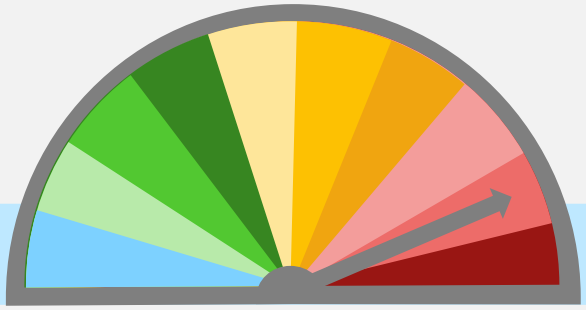
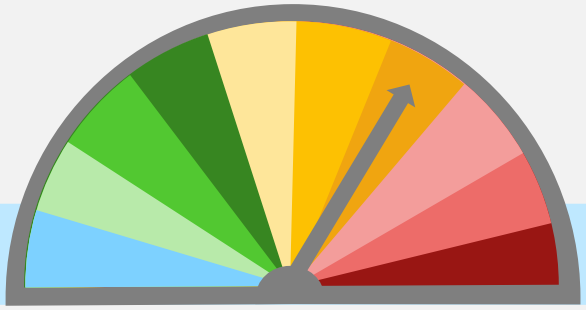
Rudeness meter overview

The intention of this program is to reduce rudeness the pulse check data will help to generate the daily level of concerns about rudeness as well other data leaders can use to facilitate conversations on how to positively impact

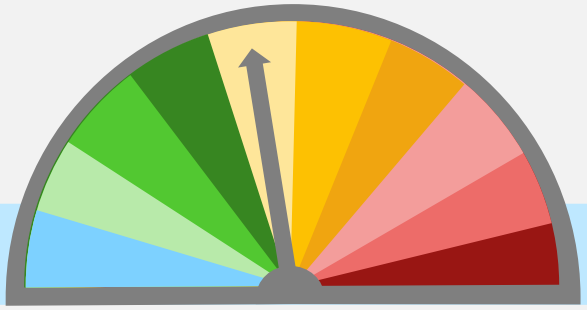
Week 1 – 9/10



Week 6 – 7/10



Week 12 – 5/10



Key take away

Civility starts at the top and needs all employee's participation.

Accept the notion that 25% of people corrected are unaware their behaviors were being perceived as being rude.

To reduce implicit bias requires talking about it.

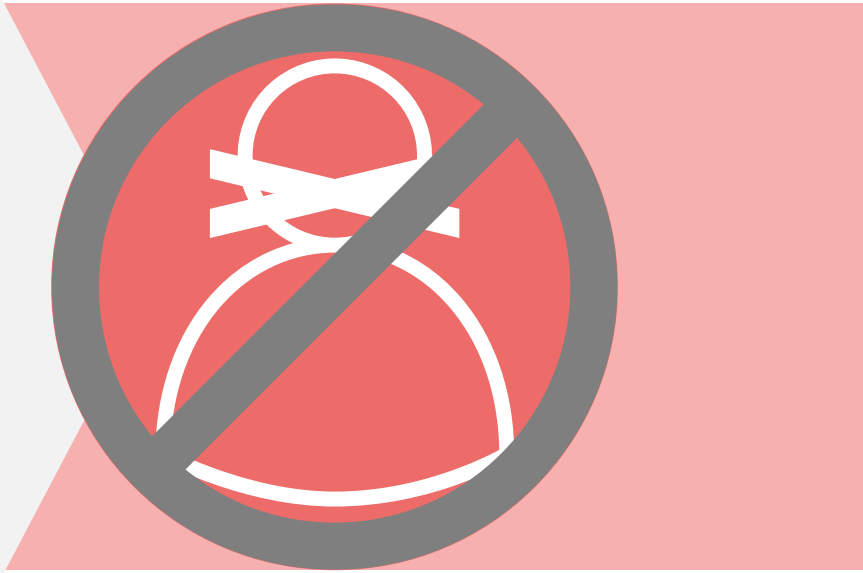
Adopt civility programs like 12- week challenge.

Accept this topic will always require continuous improvement. There is no end line.

Take seriously how actions may be perceived by others.

Seek support when feel overwhelmed by rudeness.

Expect civility is to be the norm .



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Questions?

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