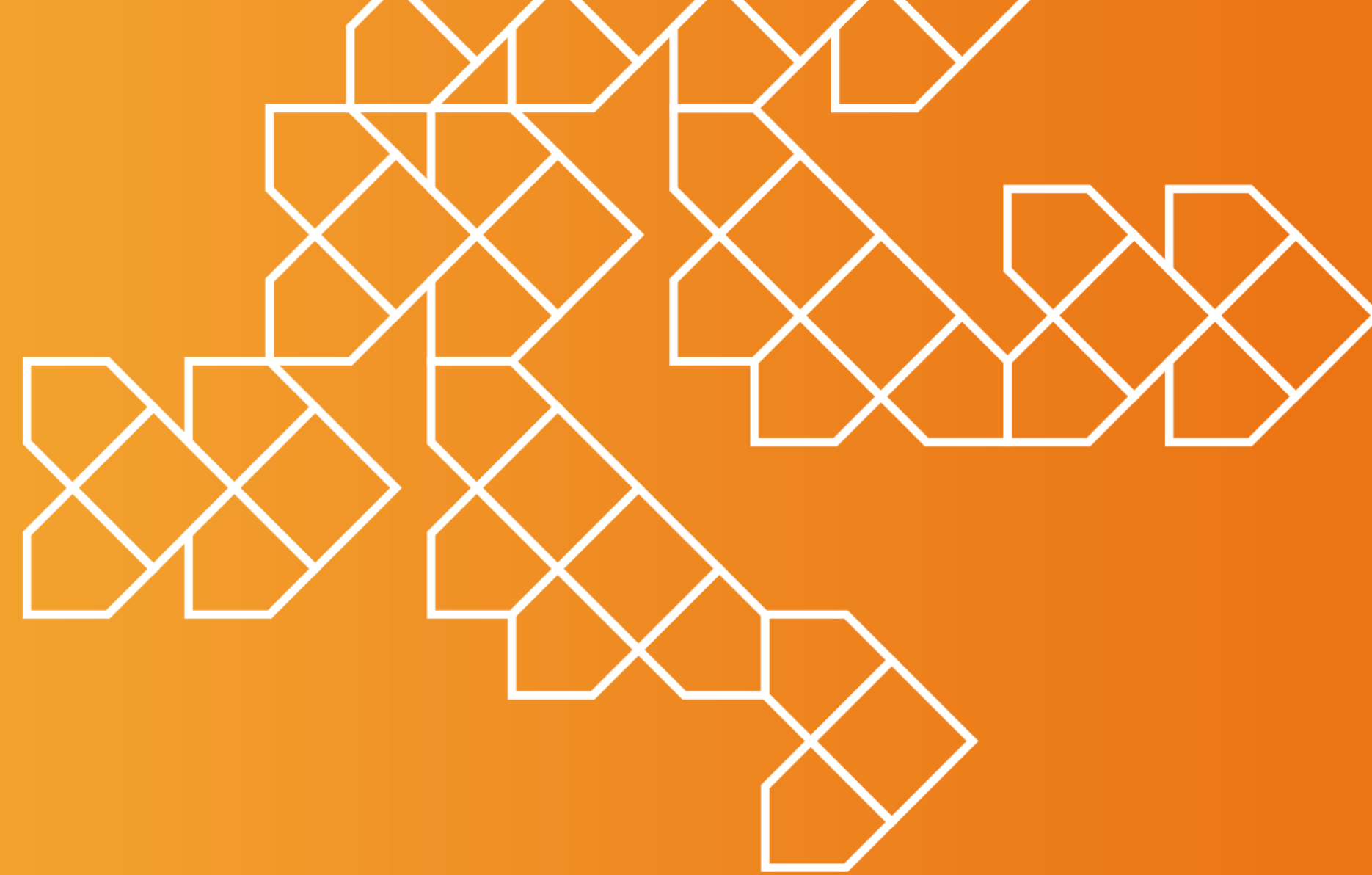




HEALTH AND SAFETY MONTH 2017

Working in Partnership





Workplace Civility

Dr. Sue Green, Psychologist

**David Cherry and Associates Pty. Ltd. Psychologists
and Training Consultants**





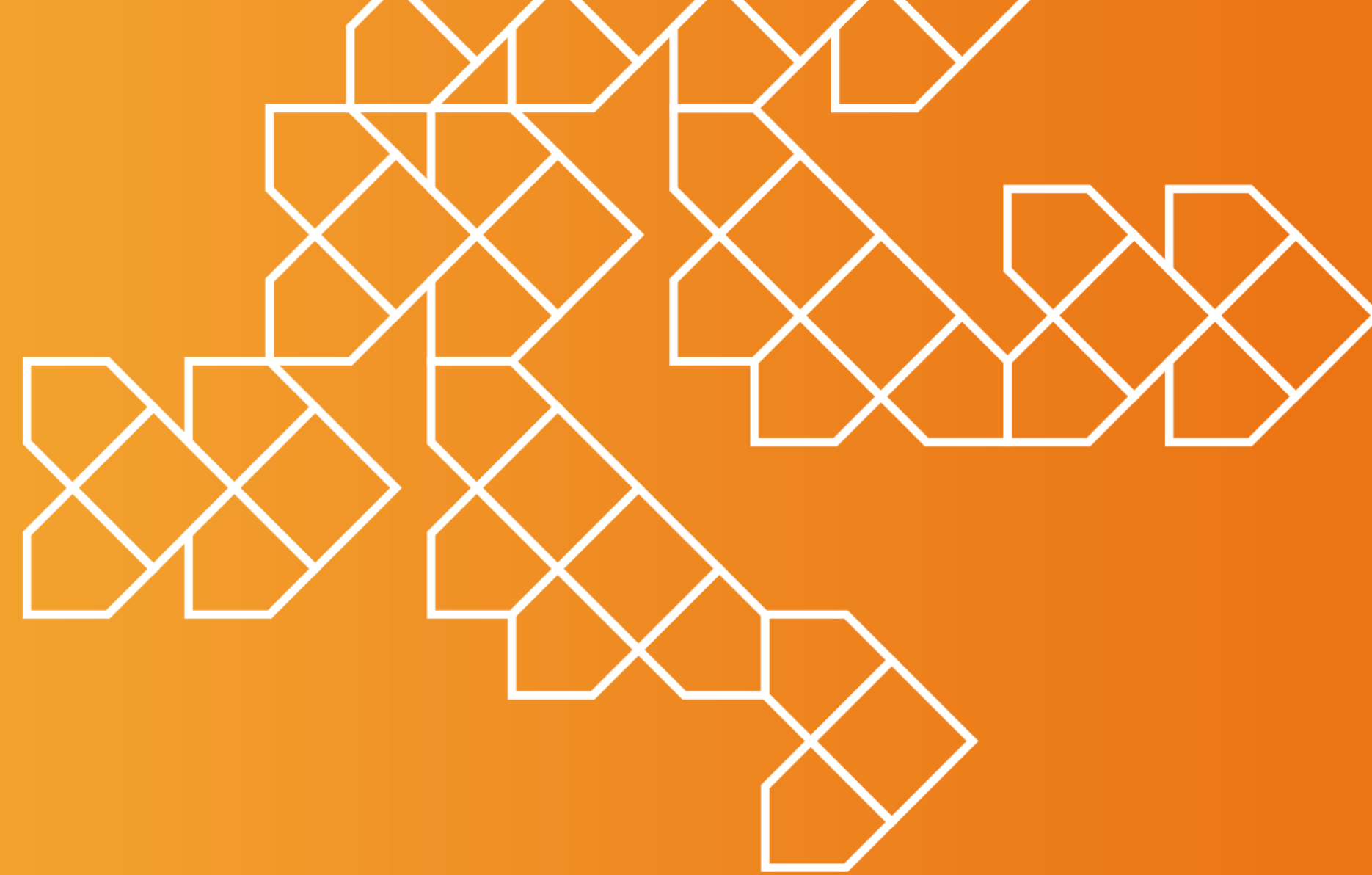
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Structure

- Definition of civility
- Incivility in the workplace
- The Impact of incivility
- Promoting civility in the workplace
- Possible reasons for a decline in civility



Civility- a definition



“.....the sum of the many sacrifices we are called upon to make for the sake of living together’

Carter, 1998

“ a way of signalling the existence of self-control.”

Wilson, 1993

What is Civility?

- Inclusiveness
- Respect for diversity
- Consideration for others
- Treating others with respect
- Acknowledging others

What is Civility?- continued



- Managing conflict well
- General politeness
- Taking responsibility for your own behaviour
- Treating resources respectfully
- Not making work for others
- Acknowledging the contribution of others

What is incivility?

- Bullying
- Harassment
- Lack of inclusion
- Lack of respect for diversity
- Rudeness
- Racism



What is incivility? – continued



- Intimidation
- Not acknowledging others
- Not acknowledging the contribution of others
- Put downs
- Swearing
- Gossip
- Referring to clients, customers or patients in a derogatory way

An incivility scale



A scale that is widely used by researchers on incivility includes the following items:

- Being put down or treated in a condescending manner
- Ignoring another person or failing to speak to them
- Making jokes at the expense of another person
- Being yelled at or sworn at

Areas that are commonly examined in research on incivility



- Having little attention paid to what you say or to your opinions
- Demeaning and derogatory remarks
- Being addressed in unprofessional terms either publicly or privately
- Being ignored or excluded from professional camaraderie

The impact of incivility



The impact is substantial and can lead to:

- Reduced worker well-being and poorer mental health
- Increased bullying and harassment claims
- Reduced productivity and creativity
- Greater staff turnover
- Increased presenteeism and absenteeism

The impact of incivility - continued



- Possible impact on safety
- Affects the reputation of the organisation
- Reduced sales and turnover
- Increased workplace conflict

What Can Organisations Do?



- Leadership and modelling good behaviour
- Policies and procedures
- Supervision and performance review
- Training
- Recruitment and selection

External customers



- Clear guidelines re expected behaviours communicated to the public
- Clear processes for workers to follow regarding difficult interactions
- Focus on the physical and emotional safety of staff
- Skills training re common difficult interactions

Why has there been a loss of civility?

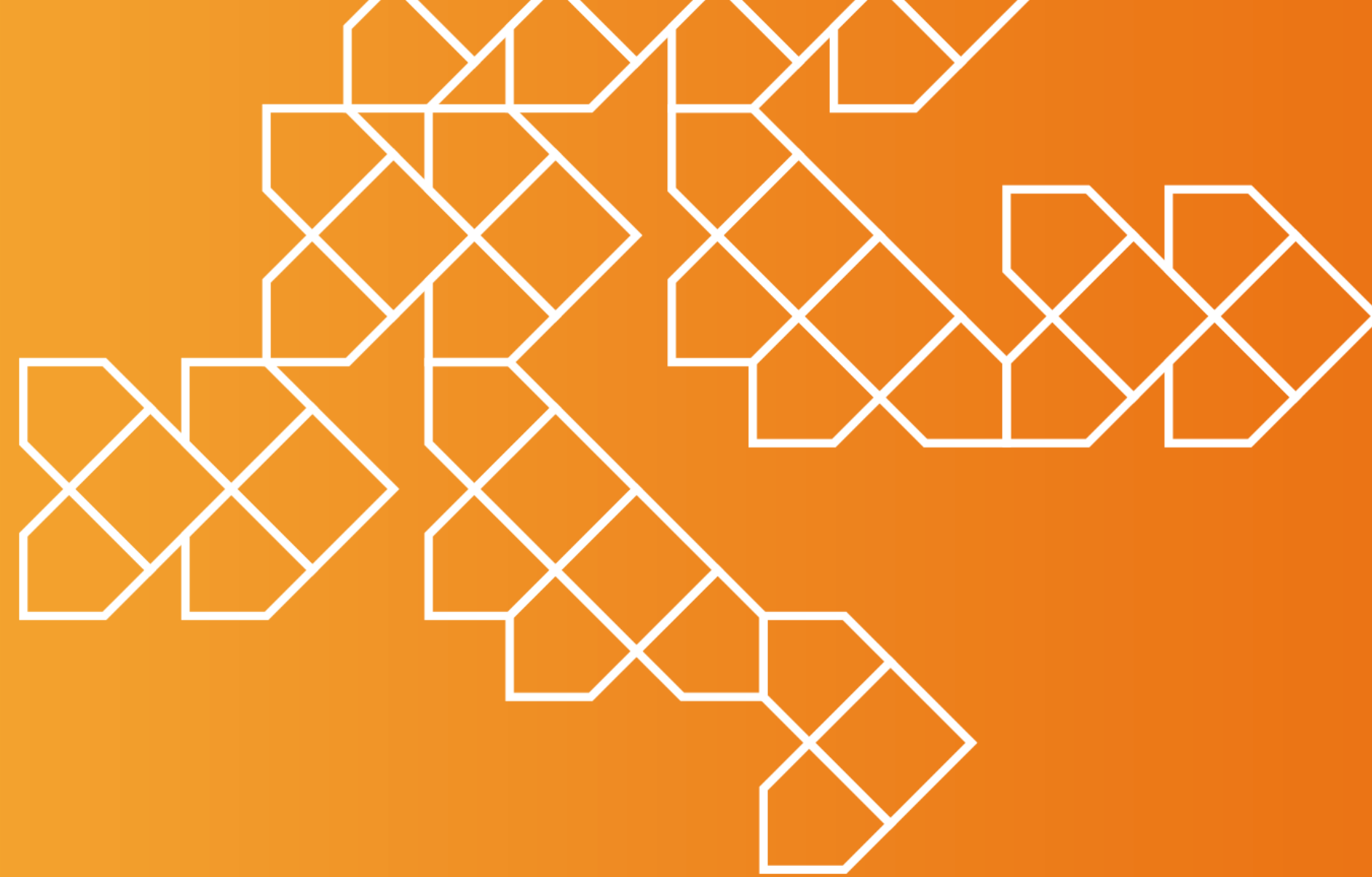


- Loss of faith in authority figures, including in the family
- Many people are time poor
- Fatigue
- Distrust in organisations that promote civility
- Complexity of daily life
- Rapid change in society and need to be always adapting

Why has there been a loss of civility - continued



- Distrust of experts
- Economic factors
- Loss of trust in service providers
- Rise in interactions that are not face to face



Thank you.



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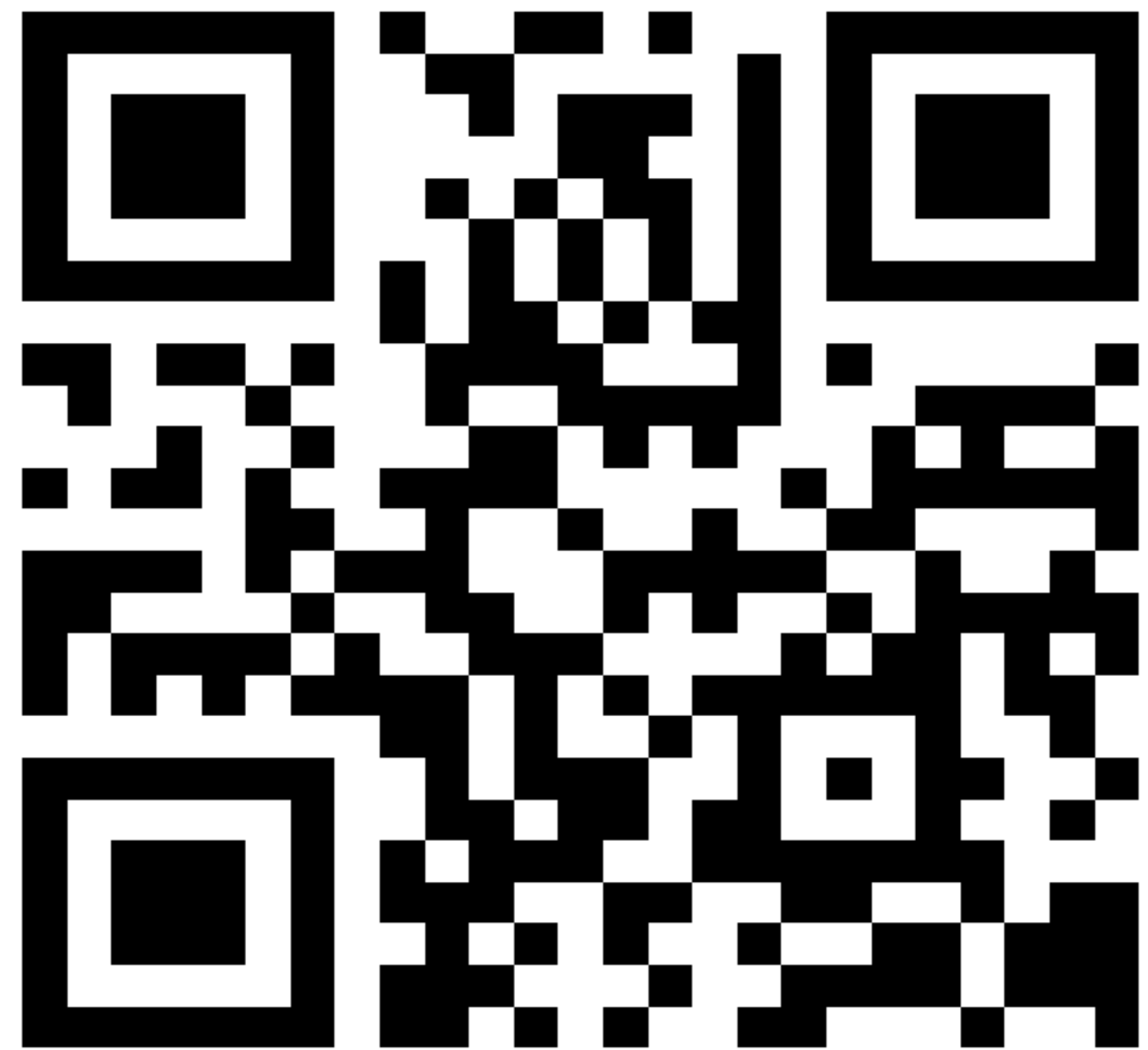
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...or scan this QR code with your phone. You should be able to do it from there!

*one entry for each session evaluated





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