Civility - What is it?

Civility is the **intentional**, conscious awareness of the impact that our thoughts, behaviour and words have on the quality and consequence of our social and professional interactions.

Being considerate of one another improves morale, efficiency and job satisfaction.

Civility is the glue to effective teams and optimal team dynamics.

By working together and nurturing a culture of civility, we support each other and enable each of us to work to our full potential.

Caring for one another makes teams more resilient to workplace challenges.

What can I expect from the Project?

A *facilitated* session series designed to:

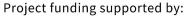- Provide a vital skillset and guidelines on how best to deal with incivility
- Prioritize self-care & bolster self-empowerment
- Set boundaries for acceptable behaviour - since ignored behaviour is condoned behaviour

Through civility, collective well-being and team performance are optimized

CIVILITY MATTERS

The Team Boost

CIVILITY MATTERS

THE FACTS

- 98% of people polled experience uncivil behavior on the job
- North Americans experience incivility an average of 2.4 times a day

Recipients of incivility are:

Less Effective
- **60% reduced performance** & quality of work that can last for 8 hrs or more
- 30% less creative

Absent
- 50% reduce time spent at work
- 25% eventually leave the job

Unkind to Others
- 25% take it out on others within and outside our department

Disengaged
- 80% report less enthusiasm for the organization.
- 50% intentionally reduce work effort

Witnesses exhibit:

Reduced Performance
- **20% reduction in work performance**

Reduced Helpfulness
- 50% less likely to help a colleague or patient who asks for assistance

Absent
- 20% eventually leave the job

Civility provides teams with a BOOST

Increased Performance and Productivity
- **30% more productive**
- 92% greater focus and prioritization

Increased Team Orientation
- 55% increase in team member engagement
- 60% of team members are more willing to share information
- 60% more likely to seek information from others

Increased Happiness at Work
- **90% greater enjoyment and satisfaction at work**
- 20% reduction in staff turnover

Increased Morale, Physical and Mental Health
- 56% improvement in health and well-being

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