

Creating a Caring and Civil Workplace

Practical Tips

Promoting Civility



1. **Promoting civility** can be having feedback conversations in private, sharing information equally and starting/finishing meetings on time.
2. **Support workers' energy levels** – job strain and emotional exhaustion predict incivility.
3. **Hire for civility** – a dominant conflict management style predicts incivility.
4. **Don't wait** for formal reports before taking action - employees rarely bring incivility to the attention of management.



Dealing with Incivility

1. Monitor employee perceptions of **distributive & procedural justice** (care & fairness) – perceptions of injustice predict incivility.
2. Take 'minor' uncivil conduct seriously – foster a civil workplace.
3. Provide assistance (e.g. through EAP related support) to targeted employees so their coping mechanisms are strengthened as early as possible. This helps inhibit harmful effects to psychological health and wellbeing.

