



Incivility

In this video, Dave learns that his department suffers an abnormally high rate of absenteeism – an indicator of workplace stress due to inappropriate behaviour. He learns that incivility is low intensity, inappropriate behaviour, and how important it is for managers lead by example.

Use this checklist to assist in identifying and responding to incivility in your workplace. Signs of incivility can range, as can their severity. Incivility left unchecked impacts productivity and can cause bigger problems over time.

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Rate Your Workplace – Incivility Checklist

Areas of focus	Yes	No	Comment
Subtle signs of incivility			
Requesting people's input and then ignoring it.			
Employees not sharing the credit when working collaboratively.			
Staff/managers frequently interrupt others.			
Side conversations occur during business meetings and presentations, or some people are glued to their mobiles.			
Displaying negative facial expressions such as 'rolling the eyes'.			
Using condescending tones/language with colleagues.			
Impatiently standing over a colleague's desk to gain their attention.			
Managers befriending some direct reports and not others (also considered indirect bullying by way of exclusion).			
Overt (obvious) signs of incivility			
Being disruptive in meetings.			
Publicly reprimanding someone or undermining their credibility.			
Using the "silent treatment".			
Disrespecting people by comments, gestures or negative behaviours based on race, religion, gender etc. (Workplace discrimination.)			
Not giving credit where credit is due.			
Overruling decisions without giving a reason.			
Sending nasty and demeaning messages (emails/notes/letters).			
Talking about staff behind their backs (gossiping).			
Losing your temper with a colleague in either a public or private setting.			

Areas of focus	Yes	No	Comment
Indicators of incivility issues problems			
Employees appear irritated or 'jaded' with the workplace.			
Increase in bullying and harassment claims.			
Increase in staff turnover / resignations /sick leave rates.			
Increase in complaints relating to managerial competency.			
Workers compensation claims based on workplace conflict.			

Workplace culture & environment			
Employees are inducted into the code of conduct and bullying and harassment policies/procedures.			
Management styles are positive, consistent and supportive.			
Negative behaviours are identified early and acted upon by Supervisors/Managers promptly.			
Regular workplace culture/employee opinion surveys are undertaken.			
All staff are treated equally with respect and consideration.			
Reasons for absenteeism are monitored.			
Organisational values to foster a positive workplace are clearly communicated to all staff.			

What are the priority areas we're going to work on?

Focus area & action plan	Review by
1.	
2.	
3.	

Completed by:

Date: