**Addressing Workplace Incivility Resource**

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| **Type of Incivility** | **Definition** | **Examples** |
| **Disrespectful Communication** | Using unkind, dismissive, or sarcastic language in interactions with colleagues. | Interrupting others during meetings, making condescending remarks, or ignoring feedback. |
| **Passive-Aggressive Behavior** | Exhibiting hostile attitudes indirectly rather than through open communication. | Subtly undermining a colleague's ideas, giving backhanded compliments, or ignoring emails as a form of silent resistance. |
| **Exclusionary Actions** | Deliberately leaving someone out of meetings, decisions, or team activities. | Not inviting a team member to a group discussion, leaving someone out of key communication chains. |
| **Gossip and Rumors** | Spreading unverified information or rumors about a colleague. | Talking about a coworker’s personal issues or speculating about others’ job performance or relationships. |
| **Intimidation or Bullying** | Using one's position or authority to pressure or demean others. | Threatening performance reviews to influence behavior, ridiculing team members in front of others. |
| **Self-Centered Behavior** | Prioritizing personal needs and goals over team collaboration. | Ignoring team protocols to achieve individual success, refusing to share credit or workload with others. |
| **Unprofessional Nonverbal Cues** | Displaying dismissive or hostile nonverbal signals. | Eye-rolling, sighing in frustration, or avoiding eye contact during a conversation. |
| **Unwillingness to Apologize or Be Accountable** | Avoiding responsibility for one’s actions and failing to make amends when mistakes are made. | Not admitting fault in a team error, neglecting to apologize after a conflict with a peer. |
| **Ignoring Social Boundaries** | Disregarding workplace norms or colleagues' personal boundaries. | Overstepping privacy by asking personal questions, or disregarding colleague availability outside work hours. |

**Tactical Recommendations to Address Workplace Incivility**

These are designed to be implemented in real-time or in ongoing professional development, aligned with SHRM's standards for fostering respect and professionalism.

**1. Disrespectful Communication**

* **Recommendation:** Implement **Emotionally Intelligent Communication Training** focused on active listening, empathy, and reframing techniques. Supplement with **360-degree feedback** for continuous improvement, creating accountability for respectful communication.
* **Tactic:** Use a **Pause and Reflect Policy** for employees to take a moment before responding to emotionally charged messages. Include direct “I” statement templates to help employees respond constructively.

**2. Passive-Aggressive Behavior**

* **Recommendation:** Offer **Mindfulness and Emotional Regulation Workshops** to help employees manage frustrations constructively, paired with **Speak-Up Culture** training to encourage direct, solution-oriented communication.
* **Tactic:** Encourage managers to schedule regular check-ins for safe, open-ended conversations. Equip employees with a **Conflict Resolution Script** to voice concerns directly and respectfully, reducing passive-aggressive behaviors.

**3. Exclusionary Actions**

* **Recommendation:** Use **Inclusive Team Norms Workshops** to highlight the impact of exclusion and build a team culture of belonging. Monitor inclusivity with **Anonymous Pulse Surveys** and address any feedback promptly.
* **Tactic:** Assign **Inclusion Advocates** within teams to ensure all voices are heard, especially during meetings. Implement rotating roles to actively foster inclusivity and prevent exclusionary behavior.

**4. Gossip and Rumors**

* **Recommendation:** Launch a **Transparency Initiative** with frequent, open leadership updates on organizational changes. Conduct rumor-busting sessions to reinforce trust and encourage direct communication.
* **Tactic:** Establish a **Redirect Policy** where employees are encouraged to deflect gossip by suggesting direct communication, such as “That sounds important—have you brought this up directly?”

**5. Intimidation or Bullying**

* **Recommendation:** Use **Behavioral Intervention Teams** and trauma-informed techniques to address bullying immediately and professionally. Educate employees about an **Anonymous Reporting System** for confidential complaints.
* **Tactic:** Train managers on **De-Escalation Techniques** and have them practice scenarios so they can step in confidently. Make it a priority to implement **Zero-Tolerance Policies** with clearly defined steps for addressing bullying.

**6. Self-Centered Behavior**

* **Recommendation:** Implement **Collaborative Goal-Setting Platforms** to align individual goals with team achievements, reinforcing teamwork. Use **Quarterly Team-Building Assessments** to recognize collaborative efforts.
* **Tactic:** Create a **Team Contribution Journal** where employees note how they contribute to team goals, reinforcing a team-focused mindset. Recognize and reward collaborative behaviors during regular team meetings.

**7. Unprofessional Nonverbal Cues**

* **Recommendation:** Provide **Body Language Awareness Training** through interactive modules or virtual reality simulations to help employees adjust nonverbal cues.
* **Tactic:** Equip managers with **Nonverbal Communication Feedback Skills** to guide employees on professional nonverbal cues, encouraging real-time feedback and practice.

**8. Unwillingness to Apologize or Be Accountable**

* **Recommendation:** Integrate **Apology Culture Training** and **Accountability Workshops** to normalize responsible communication, reflection, and personal growth.
* **Tactic:** Implement an **Apology Protocol** in team practices, teaching employees to use phrases like, “I apologize for [specific action]. Moving forward, I will [specific action].” Use team reflection sessions to reinforce accountability.

**9. Ignoring Social Boundaries**

* **Recommendation:** Offer **Boundaries Training** using real-world examples to illustrate appropriate workplace boundaries and respect for personal space.
* **Tactic:** Develop a **Peer-Led Boundary Respect Program** where employees share tips and best practices for maintaining professional boundaries. Place **Reminder Signs** in common areas with affirmations on respecting personal and professional boundaries.

**A Note to You** 🌟

**Thank you for all you’re doing to build a workplace rooted in respect and inclusivity!**

As SHRM professionals, you already know the power of soft skills like empathy, emotional intelligence, and genuine connection—they’re the heart of any thriving team. At Omnia Vincit Amor, soft skill development is our jam! We’d love to support you with any training or extra guidance you might need to bring these recommendations to life. Let’s create cultures where every team member feels valued, empowered, and truly heard. Together, we can build workplaces that uplift, inspire, and bring out the best in everyone!

**With heart,**
The Omnia Vincit Amor Team
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