

# 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

- **40% 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



### References:

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