

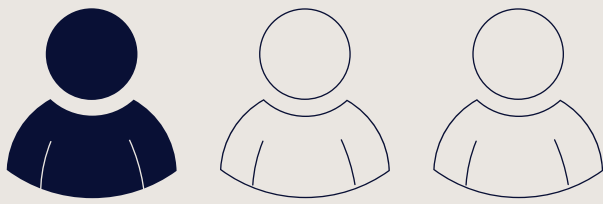
At SHRM, we know people and businesses work best when we choose civility. We believe that by engaging in honest and civil conversations, we can bridge divides and build understanding, to shape better workplaces and a better world.

THE STATE OF CIVILITY



UNCIVIL BEHAVIOR AT WORK IS BECOMING COMMONPLACE.

Nearly **two-thirds** of workers said that they have experienced incivility or witnessed incivility in their workplace within the past month.



SOCIETAL AND POLITICAL TENSIONS ARE RISING.

One-third of U.S. workers believe workplace conflict will increase over the next 12 months.

CIVILITY IS A BUSINESS IMPERATIVE

Uncivil workplaces lead to job dissatisfaction and turnover.

WORKERS WHO RATE THEIR WORKPLACE AS UNCIVIL ARE:

3x more likely to be dissatisfied with their job.

2x more likely to leave their job in the next year.

INCIVILITY CREATES BARRIERS

Civility breaks down barriers against authentic self-expression and promotes employee well-being. Compared to workers who have not witnessed or experienced incivility at work in the past month, those who have are:



More likely to filter much of what they say.



Less likely to speak their mind in their workplace.



Less likely to share their honest thoughts without fear at work.



Less likely to be their authentic selves at work.

HOW UNCIVIL BEHAVIOR SHOWS UP

According to workers who experienced or witnessed incivility at work, the top 5 uncivil behaviors observed were:

1. Addressing others disrespectfully.
2. Interrupting or silencing others while they are speaking.
3. Excessive monitoring or micromanaging.
4. Ignoring others or paying little attention to others.
5. Unprofessional or disrespectful body language.