

What is Civility?

"It's too much to expect in an academic setting that we should all agree, but it is not too much to expect discipline and unvarying civility." John Howard

According to Webster's dictionary, civility is civilized conduct; especially courtesy and politeness. Civility is polite act or expression.

Grand Valley State University is committed to creating a culture of respect and civility in the workplace. Treating each other professionally, valuing each person's unique background, experience, and perspective are all part of a positive workplace where civility is ingrained in the culture. GVSU strives to be an employer of excellence. We recognize the complexity and stress that work place conflict or incivility can cause for faculty and staff. Resources are provided to effectively manage differences, resolve conflict and provide a positive work environment. When conflict is resolved well, it leads to both personal and professional growth. Civility is the responsibility of both the supervisor and of the faculty or staff member.

Ten Tips for Creating Respect and Civility in Your Workplace Adapted from Lorman Education Services Newsletter Employment and Labor Update – April 2007

If ***each employee develops an awareness*** of respectful behaviors and necessary skills, it is anticipated that employees ***will serve as role models*** and that these ***behaviors will spread in the workplace and beyond***. The following are ten tips to assist you in accomplishing this objective:

1. **Before** acting, consider the **impact** of your **words** and **actions** on others.
2. Create an **inclusive** work environment. Only by **recognizing** and **respecting individual differences** and **qualities** can your **organization fully realize its potential**.
3. Self-monitor the **respect that you display** in **all** areas of your **communications**, including **verbal, body language, and listening**.
4. Understand your triggers or "**hot buttons**." Knowing what makes you angry and frustrated enables you to **manage your reactions** and **respond in a more appropriate manner**.
5. **Take responsibility for your actions** and **practice self-restraint** and **anger management skills** in responding to potential conflicts.
6. Adopt a **positive and solution-driven approach** in resolving conflicts.
7. Rely on **facts rather than assumptions**. Gather relevant facts, especially before acting on **assumptions that can damage relationships**.
8. Include others in your **focus by considering their needs** and avoiding the perception that you view yourself as the "center of the universe."
9. **View today's difficult situations from a broader (big picture)** and more realistic perspective by **considering what they mean in the overall scheme of things**.
10. "**Each one influence one**" by **becoming a bridge builder and role model for civility** and respect. Act in a manner whereby you **respect yourself, demonstrate respect for others, and take advantage of every opportunity to be proactive** in promoting civility and respect in your workplace.