



75<sup>TH</sup> ANNIVERSARY



BETTER WORKPLACES  
BETTER WORLD™

# CIVILITY IN THE WORKPLACE

FOR PUBLIC AFFAIRS  
PROFESSIONALS





# EMILY M. DICKENS

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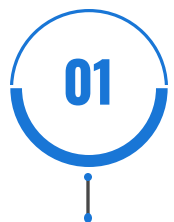
As the Head of Public Affairs for the world's largest human resources trade association, Emily leads SHRM's Advocacy Team — the "A-Team" — which is composed of nearly 30,000 HR professionals across the United States that are positioned front and center in efforts to advance the interests of the HR profession.

Emily has been a featured expert on workplace issues and business leadership – with commentary appearing in CBS News, NBC News, AP News, Wall Street Journal, CNBC, and Bloomberg Law, among others. In addition, Emily has testified before Congress and the EEOC on worker and workplace topics like AI, gender bias, and paid leave.



# INGREDIENTS FOR CIVILITY

Across society *individual perspectives*, *differences of opinion*, and *unique personalities* shape how we do business and how we live. Communities can thrive from diversity of thought, yet it can also create conflict. **Start with civility through:**



01

## EMPATHY

Feel the  
Viewpoint.



02

## HONESTY

Speak the  
Truth.



03

## RESPECT

Value Every  
Voice.



04

## TRANSPARENC

**Y**  
Clear  
Intentions.



05

## TRUST

Rely on  
Reliability.

ALL I REALLY  
NEED TO KNOW  
I LEARNED IN  
KINDERGARTEN

THE CLASSIC  
INTERNATIONAL BESTSELLER

25<sup>TH</sup>

ANNIVERSARY  
EDITION

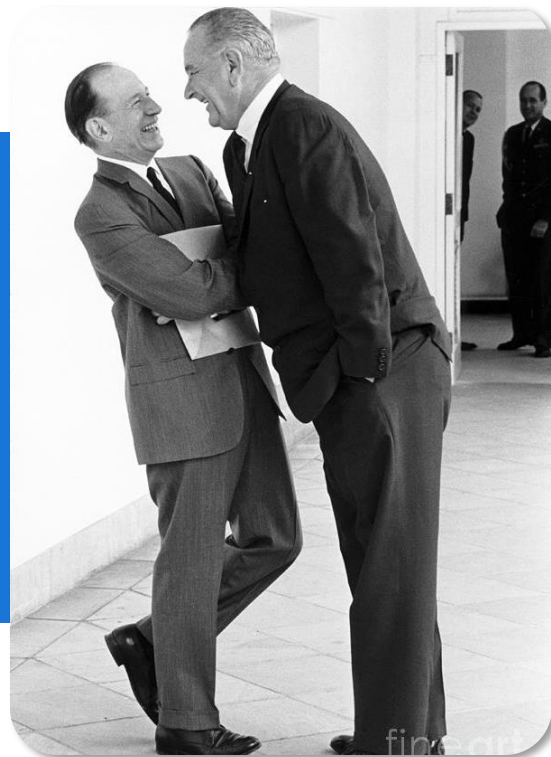
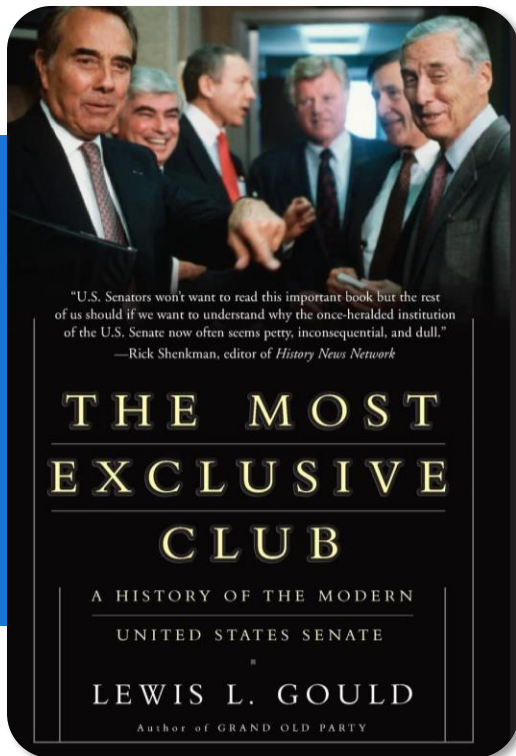
UNCOMMON THOUGHTS  
ON COMMON THINGS

MORE THAN 7 MILLION  
COPIES SOLD

ROBERT FULGHUM



# The Johnson Treatment





# Matter of Influence

## Senate Dems give in on earmark ban



Daniel Inouye said his committee has banned earmarks for two years.

By SCOTT WONG  
02/01/2011 04:17 PM EST  
Updated: 02/02/2011 07:57 AM EST



Senate Democrats dealt a near-fatal blow to earmarks on Tuesday, giving in to the demands of President Barack Obama and House Republicans who have pushed for their demise.

ARCHIVE

## How North Carolina Turned So Red So Fast

Until Republicans took control, the state had long been known as an outpost of Southern progressivism. This year's elections may indicate whether the state's shift to the hard right is in step with most voters.

June 26, 2014 • Chris Kardish



On a wall in Larry Hall's North Carolina House office is a poster that welcomes visitors to the state. It's in the style of an interstate highway sign and advises those who look at it to set their clocks back 50 years. That touch isn't a demonstration of nostalgia -- it's a reminder from the House Democratic leader of his belief that the



### Most Read



- 1 What Drives Republican Opposition to Transit?
- 2 'Dark Money' Group Sent Misleading Mailers in Local Ohio Races
- 3 Muni Bond Games and the IRS' Lurking Arbitrage Vampires



# Congressional Dress Code, Paul Ryan and Civility

Opinion Political Op-Eds Social Commentary

## Paul Ryan absolutely wrong on Congress' dress code

By Mel Robbins, CNN Commentator  
4 minute read · Updated 1:11 PM EDT, Sat July 15, 2017

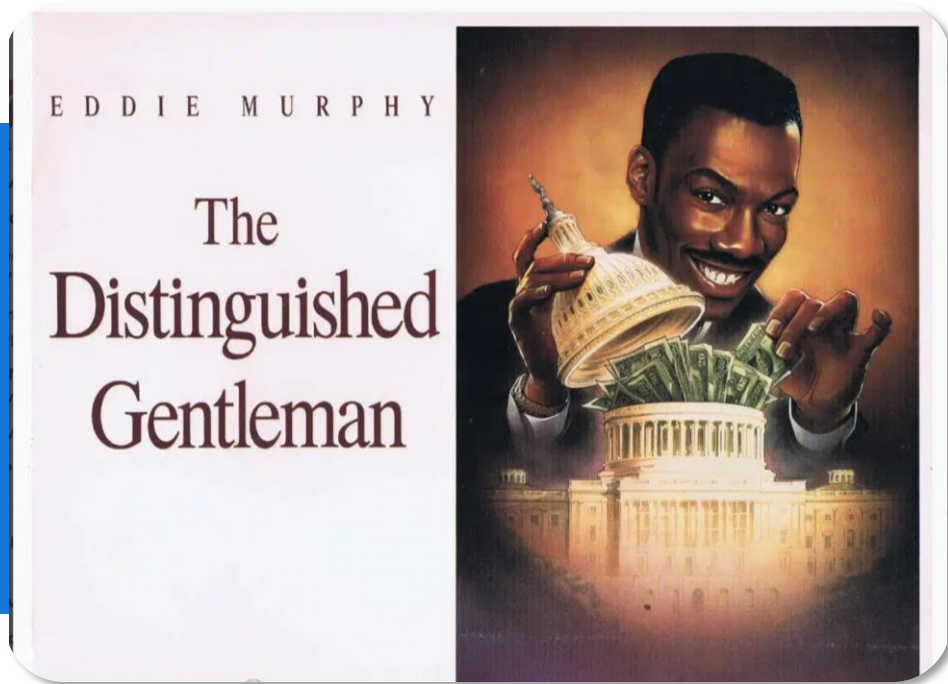
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Paul Ryan is shown from the waist up, standing behind a wooden podium. He is wearing a dark suit, a white shirt, and a red and white striped tie. He has his hands clasped in front of him and is looking slightly to his right. Behind him are several flags: the United States flag on the left, and two blue flags with the U.S. House of Representatives seal on the right. The background is a wood-paneled wall.

Paul Ryan to She could become Virginia women take

Vicko Ag Feedback





# SHRM RESEARCH HAS SHOWN

**66% OF EMPLOYEES EXPERIENCED  
OR WITNESSED INCIVILITY IN THE  
WORKPLACE OVER THE PAST  
MONTH AND...**

**...ARE MORE THAN TWICE AS LIKELY  
TO CONSIDER LEAVING THEIR JOB  
IN THE NEXT YEAR (38%).**





# 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.





# **POLITICS IS IN THE WORKPLACE**

**WHY ARE PUBLIC  
AFFAIRS PROFESSIONALS  
PART OF THE SOLUTION?**



# WHAT CAN YOU DO AS A PUBLIC AFFAIRS PROFESSIONAL?

To foster more diverse and equitable workplaces on Capitol Hill and in your home constituencies, we must create spaces of respect, understanding, and belonging for every human being. Civility is how we honor our commitment to inclusion in our daily interactions.

## TOWNHALLS & PRESENTATIONS

That foster dialogue, model polarizing conversations and elicit civil conversations.

## SPARK CONVERSATIONS IN UNEXPECTED PLACES

Foster spaces of respect and understanding one conversation at a time.



## FIND INTERNAL LEADERS

Extend civil conversations into workplaces and communities to spread awareness and drive engagement.

## WORK WITH YOUR HR TEAM

Share our 1M Civil Conversations with your HR team and leadership. Share our Managing Workplace Conflict Toolkit with people managers experiencing problems.



# CULTURE EATS STRATEGY FOR BREAKFAST

All team members and leaders are responsible for championing empathy. When you're having tough conversations, ask yourself:

Do you value diversity of thought and differing opinions?

Do you model polarizing discussions from the top down?

Do you encourage openness and honesty?

Do you engage in empathetic listening?





# MANAGING WORKPLACE CONFLICT

## SHRM'S MANAGING WORKPLACE CONFLICT TOOLKIT INCLUDES TOOLS AND SAMPLES LIKE:

- › Problem Resolution and Peer Review Procedures
- › Conflict Resolution Policy
- › Conflict Resolution Rules and Steps
- › Incident Report
- › Grievance Procedures: Non-Union

### GET THE RESOURCE:

[shrm.org/topics-tools/tools/toolkits/managing-workplace-conflict](https://shrm.org/topics-tools/tools/toolkits/managing-workplace-conflict)







# Public Affairs Professionals & HR Professionals can Champion Civility in the Workplace & be the Catalysts for Change that will Ripple throughout our Communities & Homes.

**GET THE RESOURCES:** [shrm.org/civility](https://shrm.org/civility)





# OUR RESEARCH SHOWS...

**39%**

Stressed, anxious  
or overwhelmed at  
work.

**+80%**

expect a rise in  
activism among  
their employees  
in 2024



# THANK YOU

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## Emily M. Dickens



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