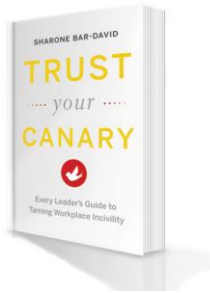


Trust Your Canary: Taming Workplace Incivility

With
Sharone Bar-David, LLB, MSW
Bar-David Consulting Inc.



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About Sharone Bar-David

Sharone Bar-David, LLB, MSW, is a leading expert on workplace incivility and President at Bar-David Consulting, a company specializing in creating respectful work environments and turning around the behavior of abrasive leaders.

Sharone is the author of the book *Trust Your Canary: Every Leader's Guide to Taming Workplace Incivility*. Over the past 25 years, Sharone has worked with more than 33,000 people in a wide range of industries through training sessions, consulting, coaching, and keynote speeches.

With a background as a litigation lawyer and social worker specializing in family therapy, Sharone's expertise in workplace civility and respect is featured regularly in the media.

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Today's Agenda

- What is incivility?
- Why care?
- Strategies
- Respect-on-the-Go
- Q & A



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Your Experiences

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Have **YOU**
experienced
workplace incivility?

Yes

No



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Your Reaction

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Think of a specific incident... did you experience (or do) one or more of:

- Got upset or worried
- Lost focus
- Withdrew
- Felt reactive or got even
- Talked to a colleague about it
- Experienced less productivity
- Got disillusioned
- Took time off

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Incivility Defined

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Seemingly insignificant behavior that is rude, discourteous, insensitive, or disrespectful, with ambiguous or unclear intent to harm the target



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Examples of Incivility

- Greeting issues
- Eye rolling
- Belittling of opinions, experience, skills
- Dismissive body language, sounds
- Cliques, gossip, social exclusion
- RUT™ — Rude Use of Technology
- Sarcasm
- Talking down
- Passing blame

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Why It Matters: The Risks

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Risk Spheres

- Personal
- Team
- Stakeholders
- Alignment

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Risk: Personal



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Risk: Team



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What percentage of people reported they intentionally decreased their work effort in response to an incivility incident?

C. Porath & C. Pearson "The Price of Incivility: Lack of Respect Hurts Morale and the Bottom Line." @ Harvard Business Review (January-February 2013), 1155-121

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Impact on Ability

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80%



C. Porath & C. Pearson "The Price of Incivility: Lack of Respect Hurts Morale and the Bottom Line," in *Harvard Business Review* (January-February 2013), 1115-1121

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Impact on Ability

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66%



C. Porath & C. Pearson "The Price of Incivility: Lack of Respect Hurts Morale and the Bottom Line," in *Harvard Business Review* (January-February 2013), 1115-1121

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78%



C. Porath & C. Pearson "The Price of Incivility: Lack of Respect Hurts Morale and the Bottom Line," in *Harvard Business Review* (January-February 2013), 1115-1121

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Risk: Stakeholders



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25%



C. Porath & C. Pearson "The Price of Incivility: Lack of Respect Hurts Morale and the Bottom Line," in *Harvard Business Review* (January-February 2013), 1115-121

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- Performance
- Trust, teamwork
- **The spiral effect**
- Innovation
- Customer service
- **Health and safety**

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Risk: Alignment



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Send Additional Resources?



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In plain view... yet **invisible**



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Why Does Incivility Persist?



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Contributing Factors

1. Missing dots
2. Problems at top
3. And more...



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What do canaries have to do with it?



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Interventions

- Organizational
- Leaders' competencies
- Team level



Organizational Interventions



- A way of thinking, a way of life
- Policies
- Processes
- Hiring
- PA's

The 3 Ds

- Define
- Distinguish
- Dialogue

Leaders' competencies:

- Modeling
- Identification skills
- Action skills



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Team Level:

- Proactive action
- Chronic issues
- Staff Competence



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Where to begin?

**Develop criteria
for action**



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About the Respect-on-the-Go resource...



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Receive Certification Information?



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