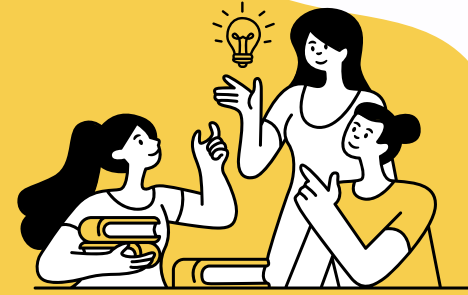


10 TIPS FOR CREATING RESPECT AND CIVILITY IN YOUR WORKPLACE

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. 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.