



Choose Civility Workplace

Implementation Ideas

- Create guidelines for appropriate behavior between and among employees, vendors, clients, students, and/or customers
- Include civility as a core value of the organization
- Incorporate the term “civility” into organization’s mission statement, bylaws, and/or code of ethics
- Adopt a Code of Civility
- Offer opportunities for employees to improve individual competencies such as conflict resolution, negotiation, dealing with difficult people, stress management, listening, and coaching
- Incorporate principles of civility into employee evaluation process
- Incorporate civility-related quotes in newsletters (internal and external)
- Incorporate Choose Civility into new or existing employee recognition program:
 - ✓ Suggestion box for customers to recognize employees
 - ✓ Focus on internal and external customers
 - ✓ Ask employees to recognize/nominate coworkers when they are noticed doing something civil. Perhaps draw names once a quarter/year and give prize to winner(s).
 - ✓ Recognize employees with personalized Face of Civility poster
- Host brown-bag lunch discussion groups around civility-related books and/or the following topics: 15 Principles of Civility, generational differences, conflict resolution, communication skills, dealing with difficult people, stress management, building your own Choose Civility Workplace, civility and customer relationships
 - ✓ Howard County Library System (HCLS) can provide book lists (for adults and for businesses) and book discussion group facilitators
 - ✓ HCLS can facilitate borrowing or purchase of selected titles in various formats (e.g., book, audiobook, e-book)
- Encourage employees to attend Choose Civility events
- Ask Choose Civility to have an information table at company events and/or in company cafeteria
- Offer Choose Civility Workplace employee orientation training (Phase 2)