Top 5 Civility Actions Every Employee Should Put Forward

1. **Become aware of communication strengths and limitations and then use that knowledge to build better interactions.** Most incivility occurs due to differences in communication and learning styles. Everyone can become aware of their communication strengths and limitations through trainings, evaluations such as Disc Personality Survey and Myers-Briggs and coaching. Ongoing practice and a willingness to enhance strengths and work on limitations will increase positive outcomes for building relationships.

2. **Use technology wisely.** Focus on the person you are with. Just because it rings, you don't have to answer it. Just because it alerts you that you have a message, you don't have to read it immediately. Be willing to turn it off so you aren't tempted to be distracted by it.

3. **Be on time.** When you show up late you are communicating that you are disrespectful and disorganized. Some tips for managing your time: a) be proactive – when a conversation or meeting starts, let them know that you have to be at another meeting at X time; b) be considerate – show up a couple of minutes early; c) be thoughtful when planning your schedule – build in time between meetings whenever you can.

4. **Take responsibility for mistakes by apologizing and offering solutions.** There is strength in admitting mistakes and even more strength in offering solutions.

5. **Be IN the moment.** Whether you're in a meeting, a one-on-one conversation or a webinar, show consideration and respect to whoever is speaking and other participants.

* The survey was conducted Dec. 17- 22, 2014, using SurveyMonkey Audience, a proprietary online panel. Respondents for this survey were selected to mirror the age and sex proportions of adults according to the U.S. Census.