

## **When do you feel disrespected or unheard?**

- When my manager is talking. She doesn't hear our comments - only keeps saying what she wants.
- Whenever the higher-ups make a change that is detrimental to our work process or our personal health. Recently they decided that a subset of our employees, who work out where the public are, could no longer work while our business was closed.
- when you have some large personalities in the room.
- When decisions involving my staff are made without me and i'm not even given the opportunity to provide an opinion
- no major issue at my current workplace but i have had issues where certain people were more important than others. those important ones were bootlickers and/or friends of the offender
- Disrespect could be a result of miscommunication, but I know that is not always the case. It could happen though.
- I can feel disrespected when coworkers say snarky or mean things. Or when they take credit for things that I have done.
- Disrespect can be something as simple as not letting me finish my sentence after asking my opinion. Just taking a moment to pause and actually listen (instead of merely hearing) can go such a long way.

## **Civility**

- greeting others
- saying hello
- saying good morning
- Listening to what others say
- Greeting each other
- open communications
- patience, good listening
- Greeting people, maybe seeing how people are
- simple good morning or hello
- good manners to each other
- active listening
- being grateful for help
- Respecting others opinions
- Respectful
- polite tone

- Asking for feedback, listening to ideas, letting people be introverted or extroverted and accepting them either way
- Listening
- Involving stakeholders
- Kindness
- Greeting people warmly; listening
- courtesy, patience
- Not making assumptions
- avoiding judgment
- actively listening
- Civility starts with being respectful and being kind in your interactions
- accepting differences
- saying please and thank you
- With mask wearing, I've found that I need to do a quick wave to people since they can't see that I'm smiling
- Your eyes crinkle up when you're smiling so the actual physical smile helps.
- Reminds me of that saying "people will always remember how you made them feel"

### **Incivility**

- abruptness
- not responding to others
- Interrupting & talking over someone else
- being ignored
- being dismissive
- sarcasm
- interrupting
- not giving your full attention in a conversation or meeting
- Promoting cliques
- eye rolling
- condescending attitudes to others with less experience
- texting while I'm talking to them
- Snapping or yelling
- Interrupting
- using a harsh or condescending tone
- acting like you're bothered by the person's request for help
- cutting a person off when speaking
- All manner of closed body language

- shaming
- being ignored
- not being seen - invisible
- Not giving a verbal response.
- not supporting other staff in front of patrons
- argumentative
- being told you're doing something wrong
- People in trauma may be more sensitive
- People who don't know your job but will tell you how to do it
- My boss tends to yell at patrons
- ignoring patrons harassing other staff. I am a manager and if I see it I will address it. Staff's safety is paramount. We can be respectful and help others
- the generational divide was really evident in the place i worked where we had problem. the groups really had different views of what behaviors were uncivil

#### **Attendee resource recommendations**

- The Remix: How to Lead and Succeed in the Multigenerational Workplace