

ADM Policy #30-01-01 (2018) Workplace Civility

Policy Title: Workplace Civility

Policy Type: Administrative

Policy Number: ADM Policy #30-01-01

Approval Date: October 30, 2018

Responsible Office: Office of Human Resources

Responsible Executive: Vice President for Human Resources

Applies to: Wiley College Employees

I. POLICY STATEMENT

Wiley College is committed to creating a culture of respect and civility that is free of harassment, where all members of the community share a commitment to academic freedom, open inquiry and the pursuit of knowledge.

Incivility and disrespect in the workplace can be a barrier to effective communication, coaching, and performance. The impact can be severe as it may result in employee turnover, low productivity, reduced morale, diminished loyalty, and physiological impacts such as stress and depression that can lead to increased absenteeism. Incivility can escalate and may lead to more severe behaviors including harassment and violence. This policy is intended to define community expectations with respect to this right and to establish a mechanism for addressing behavior that violates these expectations.

II. DEFINITIONS

Civility

Civility requires treating others with dignity, respect, and making “good faith effort” with regard to other’s feelings. Corrective actions may be taken by managers to enhance work performance. The language used to correct or reinforce work standards must be respectful and work related. Civility requires that even the most critical feedback be delivered respectfully, privately, and courteously.

Civil conduct includes but is not limited to:

- Treating others with dignity, courtesy, respect, politeness and consideration
- Speaking in tones of voice that are appropriate for the circumstances
- Being respectful of others’ right to express their views, even if you disagree
- Managing conflict with others in a respectful way rather than a confrontational way

Incivility

Incivility deals with a broad range of behaviors including, but not limited to, unprofessional behavior; rudeness; shouting or swearing; intimidation or bullying; threatening comments or behaviors/actions; unsolicited and unwelcome conduct, comment (oral or written including email communication), gestures, actions or contact that cause offense, humiliation, physical or emotional harm to any individual.

Incivility can be subtle or overt. It may be a single event or may involve a continuing series of incidents, and may involve the abuse of authority or position. Uncivil behavior may be unintended or deliberately directed at another individual. In any case, the impact on that individual is what must be addressed.

Incivility can also create a poisoned work environment, which may affect more than one employee.

Incivility conduct includes but is not limited to:

- Shouting
- Profanity, abusive, aggressive or violent language directed at an individual or individuals
- Using props suggestive of violence
- Slamming doors
- Throwing objects
- Humiliating, degrading, demeaning, belittling, insulting, frightening or intimidating another person
- Distributing comments about an individual, whether verbally or in writing, including on-line, that are unjustified and are likely to have a negative impact on the individual if he/she were to see them
- Telling inappropriate jokes
- Disallowing divergent points of view from being heard—including observations about job performance and collegiality

Poisoned Work Environment

A poisoned work environment is created when a workplace is hostile or unwelcoming because of insulting or degrading comments or offensive actions aimed at an employee or others.

III. Disciplinary Action

Violation of this policy will result in immediate termination.

CONTACT(S)

The Office of Human Resources officially interprets this policy. Krystal L. Moody is responsible for obtaining approval for any revisions as required by ADM Policy # 01 (2018). Questions regarding this policy should be directed to Krystal L. Moody.

STAKEHOLDER(S):

Wiley College Faculty and Staff

PUBLICATION:

The policy will be distributed within the Wiley College Employee Handbook.

REVIEW SCHEDULE

- Next Scheduled Review: 10/30/2023
- Approval by, date: Executive Cabinet, 10/30/2018
- Revision History: MM/DD/YYYY
- Supersedes: