

## Who's Civil in Your Group?

NAMES						
Says please and thank you						
Passes the blame when he or she has contributed to a mistake						
Smiles						
Uses e-mail when face-to-face communication is needed						
Acknowledges others						
Takes too much credit for collaborative work						
E-mails or texts during meetings						
Keeps people waiting needlessly						
Talks down to others						
Speaks kindly of others						
Delays access to information or resources						
Uses jargon even when it excludes others						
Spreads rumors about others						
Belittles others nonverbally (e.g., rolls his or her eyes, smirks)						
Hibernates into his or her e-gadgets						
Makes people feel a part of a network or team						

## Who's Civil in Your Group? (cont'd)

NAMES						
Shuts someone out of a network or team						
Is a giver (e.g. shares resources, helps others)						
Takes advantage of others						
Pays little attention or shows little interest in other's opinions						
Listens well						
Looks out for others						
Set others up for failure						
Shows up late or leaves a meeting early with no explanation						
Insults others						
Belittles others and their efforts						
Makes demeaning or derogatory remarks to someone						
Takes others' contributions for granted						
Grabs easy task while leaving difficult ones for others						
Is civil in e-mails						
Is respectful when disagreeing						
Interrupts others						
Judges people who are different from him or her						
Appreciates others' efforts						

## Who's Civil in Your Group? (cont'd)

### Directions

In your group, provide feedback to one another.

Begin by giving each individual in the group a copy of this list of behaviors.

Each person should mark who in your group does each behavior, writing group members' names in the columns.

Check who comes to mind for each of the behaviors.

You can select more than one person (and include yourself).

If nobody fits the item, leave it blank.

Then after everyone has done the task individually, meet in a group and share the feedback.

This can be done item by item or the list can be used as a resource to provide feedback on strengths and areas for improvement for each group member.

## Who's Civil in Your Group? (cont'd)

### Discussion Questions for Your Team or Organization

1. What do civility and incivility look like in our team/organization?
2. What effect does incivility have on individuals/employees? Our team? Our organization? Other stakeholders (e.g., clients, customers, investors?)
3. How does civility affect individuals/employees? Our team? Our organization? Other stakeholders (e.g., clients, customers, investors?)
4. How am I a carrier of the incivility bug? Who do I infect at work? Outside work? Who does incivility touch, even if I don't want it to? Who pays? How?
5. What am I doing and saying that spreads civility? What are the ripple effects?
6. What's the biggest blind spot of each teammate? (Give each other pointed feedback.)
7. What biases do we carry individually, or as a team?
8. How do these biases creep into our interactions? (Your nonverbals may tell the story.)
9. Are there certain people or groups we are disadvantaging?
10. What can we do to break the caste system in our organization or team? How can we be more inclusive?  
(Consider pleasantries, events, and other ideas to make others feel like part of the team.)
11. Might we be getting less from someone because we expect less from them?
12. What do we want our norms to be in our team/organization?
13. Are we willing to hold one another accountable for our norms (of civility)?