

RULES OF CONSIDERATE CONDUCT

There are many ways to increase CIVILITY in the workplace. Below we've identified four "Rules" that if practiced fairly and consistently, will greatly enhance trust, respect, and courtesy in the workplace.

RULE #1: ACKNOWLEDGE OTHERS

- Say "Hello"
- Welcome others
- Say "Thank You"
- Remember someone's name
- Pay a thoughtful compliment
- Summarize the conversation for a newcomer
- Hold the door open to let someone through

RULE #2: ACCEPT & GIVE PRAISE

Here are some simple phrases you can use to show appreciation and recognition:

- *"That's an excellent idea!"*
- *"You did a wonderful job on..."*
- *"I admire the way you handled that difficult project."*
- *"I liked the way you spoke up in the team meeting today."*
- *"The time and effort you spent on the report really shows."*
- *"One of the things I really like about you is your ability to REALLY listen."*

RULE # 3: RESPECT PEOPLE'S TIME & SPACE

- Keep appointments
- Respond to deadlines
- Respect individual privacy

- Return calls & emails in a timely way
- Honor people’s work space as their “territory”
- Avoid interruptions during meetings (both individual & team)
 - Be aware that everyone has different comfort levels with physical closeness and contact in the workplace
- Maintain shared space and common areas – (do not treat them as “Yours”)

RULE # 4: GIVE EARNEST APOLOGIES

EFFECTIVE	INEFFECTIVE/MISUSE
Stating the specific offense you are apologizing for	Being vague about what happened
Stating that you are taking responsibility for what happened	Making excuses for your behavior
Focusing only on your actions	Adding criticism “<i>but YOU also...</i>”
Saying “<i>I’m sorry.</i>”	Saying everything BUT “<i>I’m sorry.</i>”
Saying “<i>I should have...</i>”	Avoiding stating the proper actions
Affirming future intentions	Disregarding future interactions