

Transforming Culture: Creating a Civility-Driven, Engaged, and Retained Workforce

Building a Better Workplace Together

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Why Culture Matters

"Culture Eats Strategy For Breakfast." - Peter Drucker

1 Defines Workplace

- Defines workplace norms and behaviors

2 Employee Engagement

Drives satisfaction and productivity

3 Organizational Success

Impacts retention and overall performance





Civility: Foundation of Engagement

"Civility is the key to unlocking collaboration and trust." – Christine Porath

Key Statistics:

\$500B

Annual Cost
Incivility's impact on
U.S. companies

48%

Decreased Effort
Employees intentionally
reduce
work after incivility

80%

Lost Time
Employees worry about
incivility incidents



The Cost of Incivility

Personal Impacts

- Increased stress, anxiety, and burnout
- Lowered job satisfaction and engagement

Organizational Impacts

- Reduced productivity and team cohesion
- Higher turnover rates, impacting retention



Recognizing Incivility

Examples:



- Interrupting or ignoring colleagues

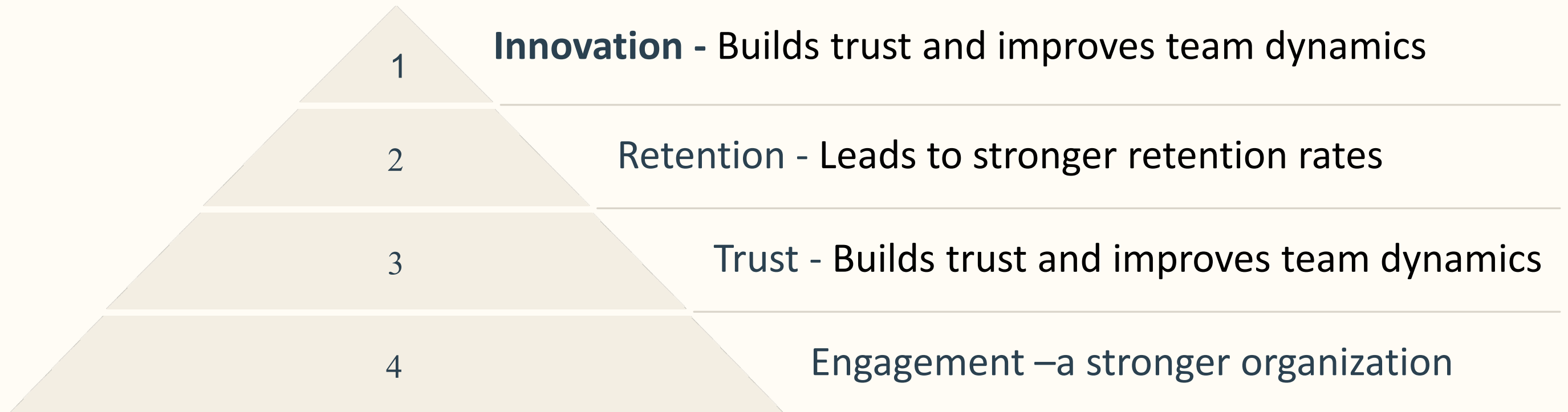


- Dismissing contributions and avoiding collaboration



Spreading gossip or negative attitudes

Benefits of Civility -Driven Culture



Research shows teams led by civil leaders excel in collaboration and creativity



Civility in Everyday Interactions

Gratitude

Say
"please,"
"thank you,"
"great job"

Active Listening

Actively listening
without distractions

Recognition

Acknowledge and celebrate
contributions

Pro Tip: Simple actions create profound ripple effects on culture

Personal Accountability in driving engagement

1

Value Others

Do I make colleagues feel heard?

2

Avoid Harm

Do I actively avoid behaviors that harm collaboration?

3

Model Behavior

How can I inspire civility in others?

Actionable Tip: Practice mindfulness to recognize and adjust uncivil habits - SHRM





Self-Assessment: How Civil Are You?



Discussion: What change can you commit to today?

Leadership's Role in Shaping Civility

Strategies

- Define and celebrate behaviors model civility expectations for teams
- Build a **civility code (Code of Conduct)** with team input to create shared ownership

Embedding Civility in Policies

- Include respect and collaboration in onboarding and training
- continuous education on emotional intelligence and communication
- Develop policies that discourage and address incivility

Pro Tip: Culture starts at the top—lead by example





Quick Civility Audit - Assess your own workplace interactions

1 Listen Fully

- **Do I listen fully during conversations?**

2

Show Appreciation
Do I show appreciation consistently?

3

Respectful Engagement
Do I engage others respectfully, even under stress?

- **Discuss: What strengths and opportunities do you notice?**

Overcoming Barriers to Civility

Challenges

- High-stress environments and time pressures
- Lack of awareness of personal behaviors

Solutions

- Prioritize wellness and self-care to reduce stress
- Use feedback to foster awareness & accountability
- Foster **transparent communication and trust**
- Celebrate both small and large contributions



Examples of Real -Life Civility Transformations



Success Stories

- Case studies of teams thriving due to a culture of respect
- Lessons learned from leaders driving civility-based engagement
- Insights from civility-driven engagement

Pro Tip: Learn from real examples to inspire your teams

Summary and Key Takeaways

Culture Impact

Civility enhances workplace culture, performance, and retention

Consistent Acts

Small, consistent acts of respect and kindness make a big difference

Talent Retention

Engage and retain top talent by creating a civility-driven culture



Thank You



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Handout



1. Civility Checklist: Personal Civility Assessment

- Do I actively listen during conversations?
- Do I express gratitude regularly?
- Do I avoid interrupting or blaming others?
- Do I give colleagues my full attention during meetings?
- Do I acknowledge and celebrate others' contributions?

2. 10 Ways to Foster a Civility-Driven Culture

- Model civility in all interactions.
- Use "please" and "thank you" consistently.
- Address conflicts respectfully and constructively.
- Celebrate achievements and contributions.
- Set norms for clear, respectful communication.
- Offer regular feedback and support.
- Encourage teamwork and mutual respect.
- Show genuine interest in colleagues' well-being.
- Create opportunities for recognition and growth.
- Reward and reinforce civil behaviors.





Reading Materials



- **SHRM – Fostering Civil conversations at work.**
- **American Psychological Association (APA)** stress and its correlation with incivility, estimating annual costs to the U.S. economy at \$500 billion. Access: www.apa.org.
- **Gallup Research.** Studies on employee engagement and the relationship between workplace culture, civility, and retention. Access: www.gallup.com.
- **Timothy R. Clark** – *The 4 Stages of Psychological Safety: Defining the Path to Inclusion and Innovation* Psychological safety is critical for building trust and respect within teams.
- **Robert I. Sutton** – *The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't* Examines the consequences of toxic behaviors and the value of fostering a respectful workplace.
- **Nicholas Christakis & James Fowler** – *Connected: The Surprising Power of Our Social Networks and How They Shape Our Lives.* Explores how behaviors like civility and kindness spread across networks, impacting culture and engagement.
- **Christine Porath** – *Mastering Civility: A Manifesto for the Workplace* A foundational text that highlights the costs of incivility and offers actionable steps to promote a culture of respect and collaboration.
- **Christine Porath & Christine Pearson** – *The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It* This book explores the financial and cultural impacts of incivility and how organizations can mitigate these challenges.
- **Harvard Business Review** – *The Price of Incivility* by Christine Porath and Christine Pearson. This article details the measurable impact of incivility on productivity, employee well-being, and organizational performance.