

UCI

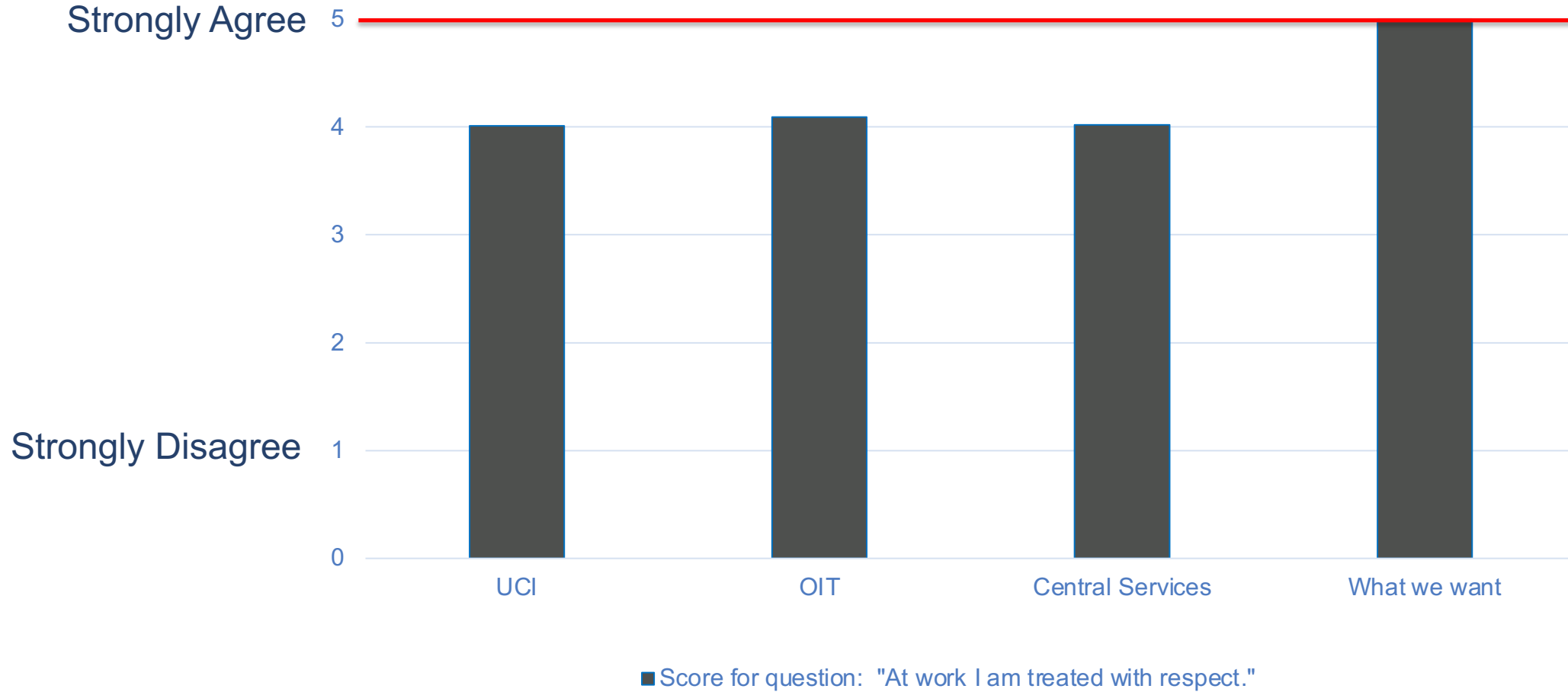
**Bright Past.
Brilliant Future.**

Workplace Respect and Civility

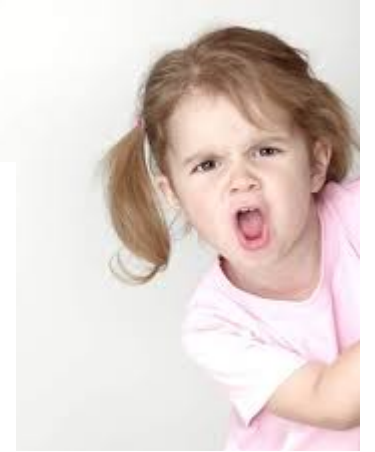
Marina Arseniev - April 28th, 2020



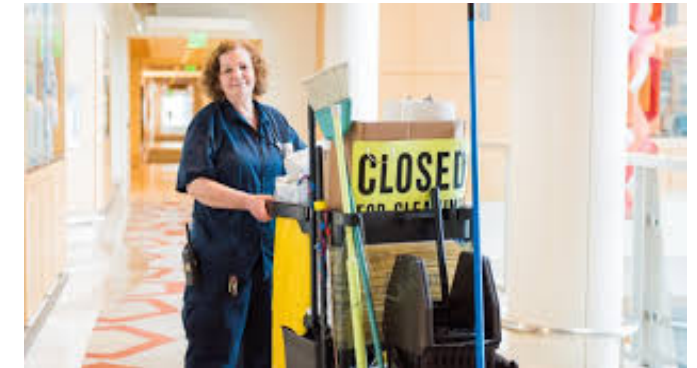
Gallup Survey - OIT Average 4.09 out of 5 on "At work I am treated with Respect"



- Respect that Covid-19 creates a lot of stress for people.
- Respect the need for flexibility.
- Respect that family and kids come first.
- Respect interruptions while on Zoom by babies, dogs, and leaf blowers.
- Respect for each other on Zoom where audio can be choppy or is delayed, and we try to put in a word or two, politely.



- Treat everyone equally, regardless of rank, income, or what they do.
 - A custodian deserves the same respect as a Chancellor.
- Include people who are impacted by a decision in the decision-making process, regardless of rank or position.
- Consult with subject matter experts (SMEs) before decisions are made.
- Listen to what others have to say before expressing our viewpoint.
 - Don't interrupt. Stop formulating rebuttals in the mind when we need to focus on understanding the other person..
- Respect our differences and opinions.
- Respect people's time.
- Be aware of our body language and tone of voice.
- Assume only the best intentions of everyone.
- Put away the ego and think of the common good.



In a 2017 survey of 800 managers and employees across 17 industries conducted by Christine Porath of the Thunderbird School of Global Management :

- 47% of those who were treated poorly intentionally decreased the time spent at work
- 38% said they deliberately decreased the quality of their work
- 66% reported their performance declined
- 78% said their commitment to the organization had declined
- 80% lost work time worrying about an uncivil incident
- 63% lost work time in their effort to avoid the offender

- People who witness incivility
 - are 3X less likely to help
 - there is a 50% drop in willingness to share resources

- 25 percent of those experiencing uncivil behavior admitted to taking their frustrations out on customers.
- “Disrespect causes the recipient to experience fear, anger, shame, confusion, uncertainty, isolation, self-doubt, **depression**, and a whole host of physical ailments, such as **insomnia**, fatigue, nausea, and **hypertension**.”
- Incivility can deplete immune systems, causing cardiovascular disease, cancer, diabetes, ulcers and affect mental health, even after accounting for general stress.



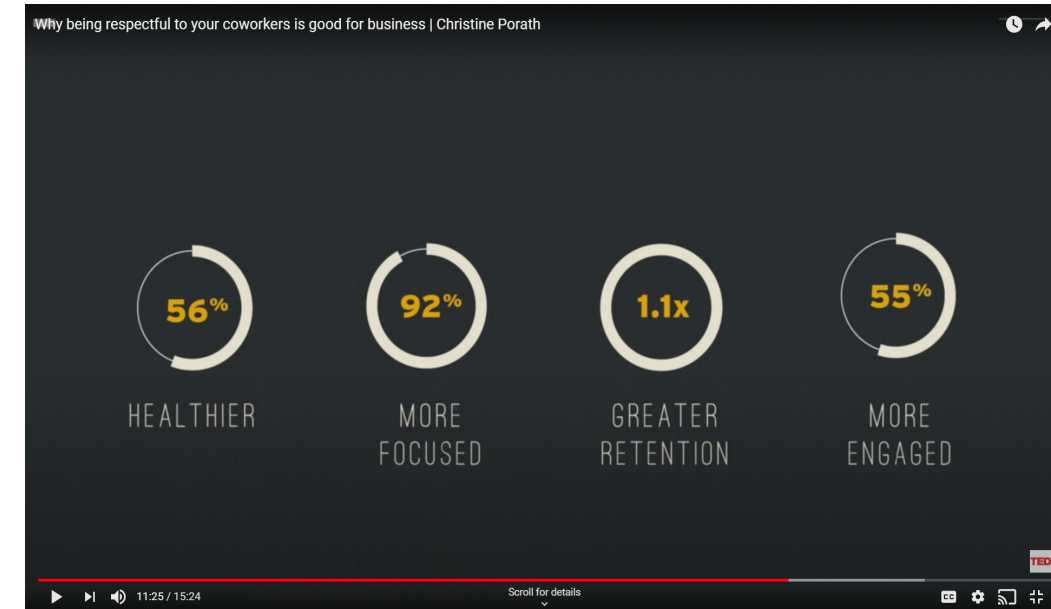


Effect of seeing or reading rude words or incivility?
(Play 5:24 – 9:10)

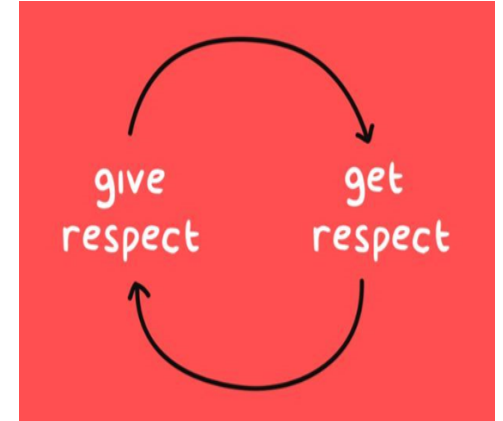


“In the same 2017 study of over 20,000 employees around the world Christine Porath asked:”

- “What do people want the most from their leaders? “
 - “Answer was RESPECT”
 - “More important than recognition, appreciation, useful feedback, and even opportunities for learning.”
- Those who felt respected by their leader reported:
 - 56% better health and well-being
 - 92% greater focus and prioritization
 - 55% more engagement
 - 89% greater enjoyment and satisfaction with their jobs
 - 1.72 times more trust
 - 1.1 times more likely to stay with their organizations



- “Respect” is already included as a value in OIT’s Culture Statement. Be respectful.
- Interview candidates for respectfulness and civility.
- Train staff and supervisors
 - UCI has purchased a site license for the Udemy online training tool for 1 year, effective March 31, 2020
 - Udemy Stress Management Courses
 - Udemy Communication and Conflict Management Courses
- Hold people accountable for respectful behavior.
- Recognize and reward civil behavior especially during performance reviews and in Achieve.



- Stress – work related or personal
- Lack of self-awareness
- Mismatched team members
- Low employee morale
 - possibly due to lack of fairness/inequitable treatment, recognition, or appreciation



Disrespect or incivility are too costly to ignore.

But most of all, as we reflect on our lives, RESPECT allows us to feel like our life was well-lived and worth living, and we nurture fond memories that are so critical to our sense of happiness.