Every day, millions of conversations unfold at work and beyond. Imagine how powerful your workplace could be if every one of these discussions began with the intention to understand each other.

Use these cards to discuss and even disagree but keep it civil.

shrm.org/civility
When tough talks in the workplace arise, how do you react?

No matter the topic, civility is about making the conscious choice to turn tough talks into teamwork, discord into dialogue, and conflict into opportunity.
Name 3 ingredients for a civil conversation.

- **Empathy**: Feel the viewpoint.
- **Honesty**: Speak the truth.
- **Respect**: Value every voice.
- **Transparency**: Clear intentions.
- **Trust**: Rely on reliability.
CIVIL ICEBREAKERS

What is your go-to playlist at work?

Most unconventional advice you ever received at work?

When you were a kid, what did you want to be?
What are the issues today most negatively impacting civility?

One-third of U.S. workers believe workplace conflict will increase over the next 12 months.

Citation: Civility, Conflict and Expression, SHRM Research, 2024.
How do you speak up, assertively, and stay civil?

At work, wielding **assertiveness with respect** isn’t just necessary—it’s vital.
Can you build a feedback culture that uplifts without offending?

Providing constructive feedback is essential for growth, but it can sometimes be misconstrued.
Social media – how does it impact civility in our lives?

Many people fault social media and technology for eroding civility, while some believe they can foster closer connection.
Can a genuine compliment halt conflict in its tracks?

It’s cool to be kind. Recognize the **value** your team members provide through their:

- Skills and abilities
- Commitment and dedication
- Subject matter expertise
- Flexibility and agility
What tactics have you used to quell the office rumor mill?

Office gossip and rumors can negatively affect team morale. All team members and leaders are responsible for championing empathy.
How can business and HR leaders create a culture of civility through inclusion, equity and diversity?

44% of workers say their organizational leadership encourages open, respectful and civil dialogue around race and other intersectional identities.

Citation: SHRM’s 2023 Voice of Work Survey.
How can team leaders ensure employees remain respectful if they choose to address tricky topics like religion?

While 92% of U.S. workers have a religious identity of some kind (including atheist and agnostic), nearly half have not disclosed their beliefs at work for fear of unfair treatment.

Citation: SHRM's 2023 Religious Discrimination in the Workplace Research.
What does civility in the workplace really mean for people and business?

• Workers who rate their workplace as uncivil are over 3X more likely to be dissatisfied with their job.

• Civility opens workplaces up to more diverse perspectives and ideas, driving creativity and innovation.

Citation: Civility, Conflict and Expression, SHRM Research, 2024.
Are you a catalyst for civility?

Do you value diversity of thought and differing opinions?

Do you encourage openness and honesty?

Do you engage in empathetic listening?

Do you model polarizing discussions from the top down?

Together we can create better workplaces and a better world, one conversation at a time.