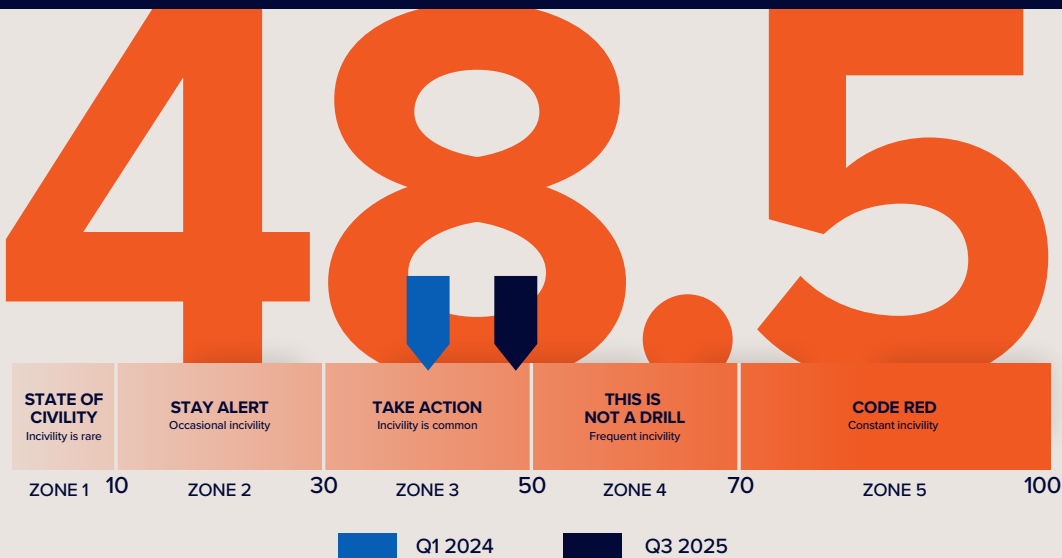


At the start of 2024, SHRM launched the Civility Index to gauge the current climate of civility across the U.S. This pulse report is part of a continuous effort to track and understand trends in civility within U.S. society and workplaces.

CIVILITY INDEX SCORE

The current SHRM Civility Index score is **48.5**, marking a **1.2-point increase** since the Q2 2025 findings, but a 1.2-point decline from the peak in Q4 2024. The rise underscores an urgent call for businesses and individuals to enact real change in their workplaces and communities.



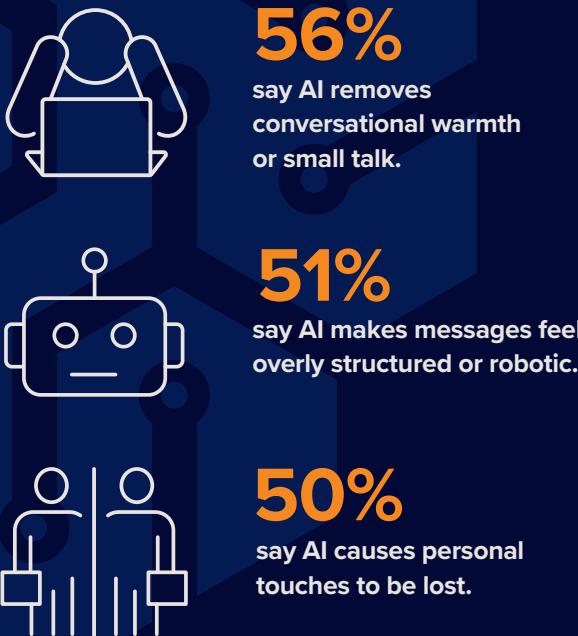
AI-ASSISTED COMMUNICATION AND CIVILITY



Among U.S. workers who say AI **enhances** civility in workplace communications:

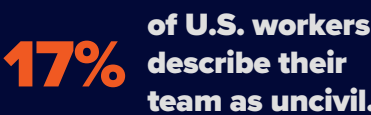


Among U.S. workers who say AI **hinders** civility in workplace communications:



TEAM CIVILITY

Employees who perceive their team as civil are significantly more likely to report experiencing psychological safety and team cohesion compared to those who view their team as uncivil.



PSYCHOLOGICAL SAFETY

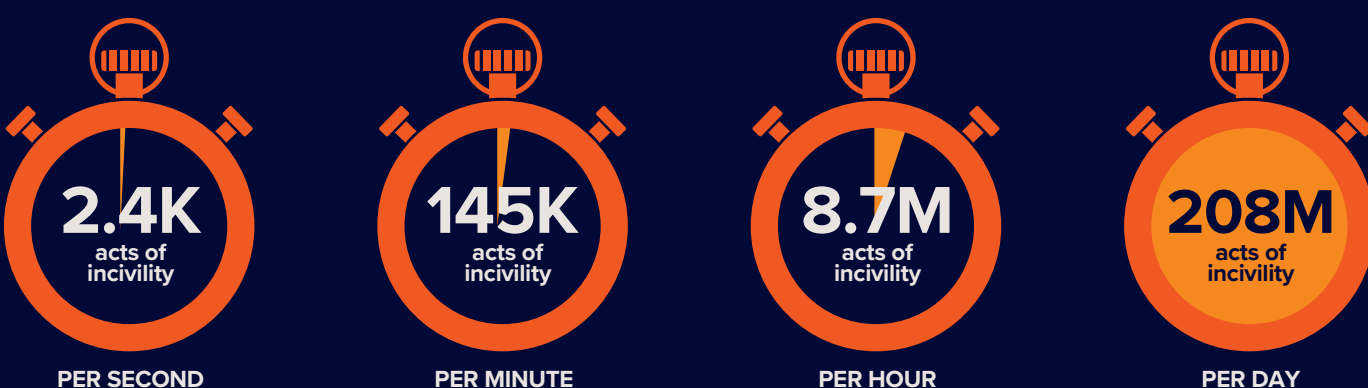
Those on **civil teams (83%)** are more likely to say that people attempt to understand others' thoughts and opinions at work than those on **uncivil teams (47%)**.

TEAM COHESION

Those on **civil teams (87%)** are more likely to say that team members communicate effectively with one another than those on **uncivil teams (47%)**.

INCIVILITY REMAINS A COMMON OCCURRENCE IN 2025

U.S. workers are experiencing more daily acts of incivility in their everyday lives since the beginning of 2024.



THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses.

\$2,142,325,432

THE COLLECTIVE DAILY LOSS BY U.S. ORGANIZATIONS FROM REDUCED PRODUCTIVITY AND ABSENTEEISM DUE TO INCIVILITY



THIS REPRESENTS AN AVERAGE DAILY INCREASE OF NEARLY \$75 MILLION COMPARED TO Q2 2025.

TOP 5 CONTRIBUTORS TO WORKPLACE INCIVILITY



POLITICAL VIEWPOINT DIFFERENCES



DIFFERENCES OF OPINIONS RELATED TO SOCIAL ISSUES



RACIAL OR ETHNIC DIFFERENCES



CONCERNS ABOUT CURRENT U.S. IMMIGRATION POLICY



AGE OR GENERATIONAL DIFFERENCES

INCIVILITY UNCHECKED



Nearly three-fourths (72%)

say that their manager or supervisor could have done more to prevent incivility.

MORE THAN 6 IN 10 U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL

Amid the current shifts in the political landscape, it remains our collective responsibility to cultivate workplaces rooted in civility and respect. While differing perspectives will persist, we have the opportunity to champion civility and break the cycle, one meaningful conversation at a time.

