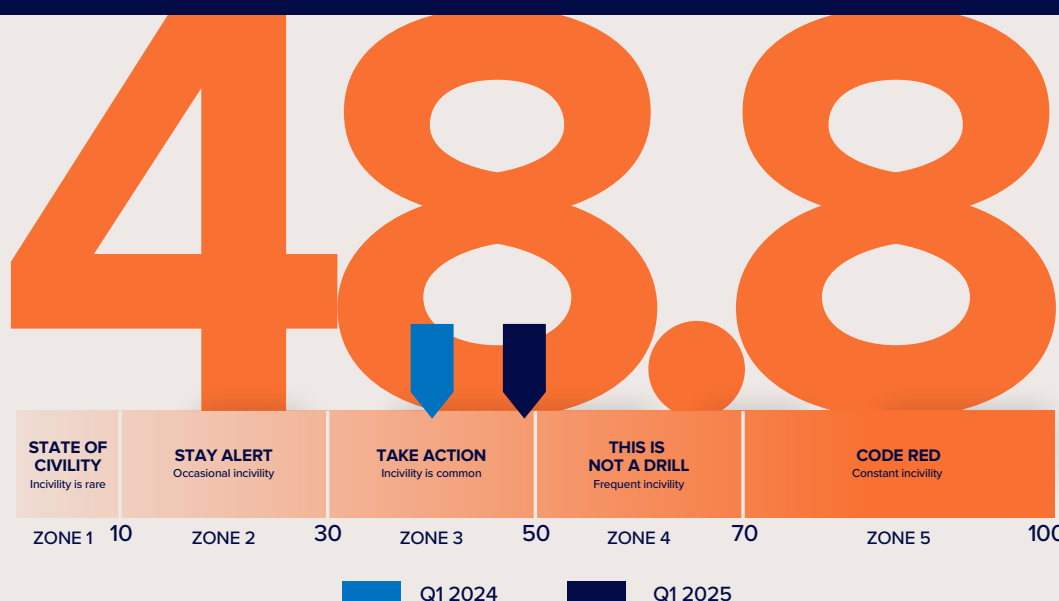


At the start of 2024, SHRM launched the Civility Index to gauge the current climate of civility across the U.S. This pulse report is part of a continuous effort to track and understand trends in civility within U.S. society and workplaces.

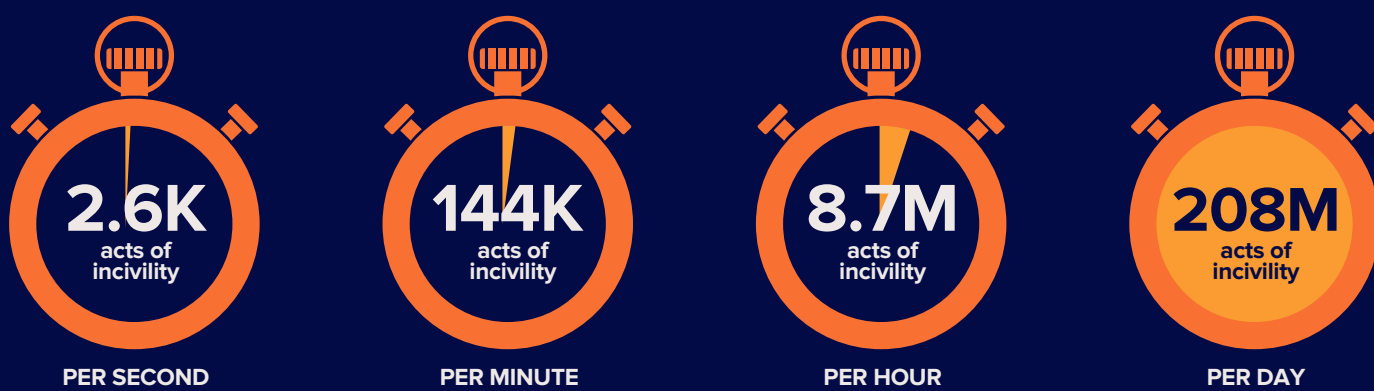
CIVILITY INDEX SCORE

The current SHRM Civility Index score is **48.8**, marking a **6.5-point increase** since the Q1 2024 findings. **This is the second highest recorded score since tracking began.** Although this quarter saw a slight decrease in incivility rather than a rise, the urgency remains for businesses and individuals to drive meaningful change in their workplaces and communities.



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.



THIS MARKS A **21.5% INCREASE** SINCE SHRM'S Q1 2024 FINDINGS.

THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses.

\$2,131,818,410

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



THIS REPRESENTS AN AVERAGE DAILY DECREASE OF NEARLY \$600 MILLION COMPARED TO Q4 2024.

TOP 5 CONTRIBUTORS



POLITICAL VIEWPOINT DIFFERENCES



DIFFERENCES OF OPINIONS RELATED TO SOCIAL ISSUES



RACIAL OR ETHNIC DIFFERENCES



GENDER DIFFERENCES



AGE OR GENERATIONAL DIFFERENCES

IMPACT OF RETURN-TO-OFFICE (RTO) MANDATES AND LAYOFFS ON WORKPLACE INCIVILITY

Employees at organizations that experienced **LAYOFFS OR MASS TERMINATIONS** in the past year report committing

67%

more acts of workplace incivility, on average, compared to those at companies without layoffs.

Employees at companies with an **RTO MANDATE** in the past year report committing

63%

more acts of workplace incivility, on average, compared to those at companies without RTO mandates.

INCIVILITY UNCHECKED

Managers are not meeting worker expectations when it comes to preventing incivility.

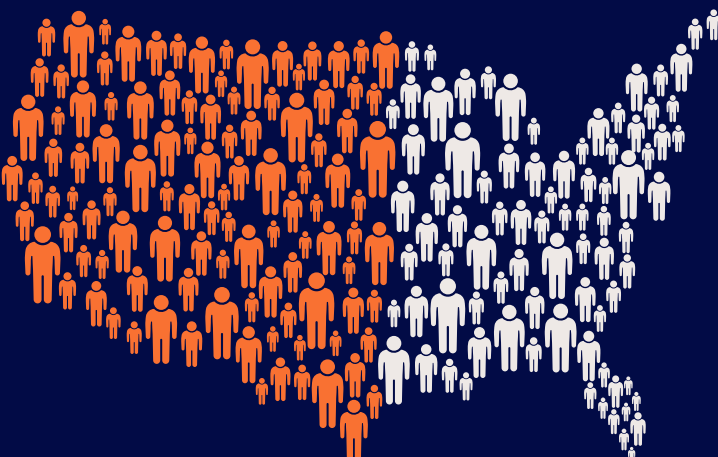
71%

NEARLY THREE-QUARTERS OF WORKERS AGREED THAT THEIR MANAGER OR SUPERVISOR COULD HAVE DONE MORE TO PREVENT INCIVILITY.



NEARLY 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.



Source: SHRM Q1 2025 Civility Index, March 2025.