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**Subject:** SHRM Navigating Roe v. Wade in the Workplace  
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Good Day All,

SHRM has provided an abundance of information regarding this topic and leadership tips on Civility at Work.

For more information go to: [https://www.shrm.org/ResourcesAndTools/hr-topics/employee-relations\\_RVW](https://www.shrm.org/ResourcesAndTools/hr-topics/employee-relations_RVW)

### **Three Keys to Civility at Work**

Despite our best efforts, conflicts will always be a part of the workplace. Our society is deeply divided, and heated conversations at work are unavoidable.

The stakes are high: When a workplace becomes toxic, employees leave and productivity suffers. Here's how employers can keep conversations civil in the workplace:

#### **1. Facilitating civil conversations.**

- Employers have a responsibility to provide guidance on creating a civil work environment in which different views are not just tolerated, but welcome. Active listening plays an important role.
- Commit to having the conversation. Before having a conversation, think through what you want to talk about, why you want to talk about it and the desired outcome.
- Get into the right mindset. Be sure to check any preconceptions and assumptions at the door, including your own unconscious biases.
- Begin the conversation by setting the stage. Explain why you are interested in your colleague's views and what the outcomes might be.
- Listen to understand, not to solve. Ask good questions and process the conversation so that you fully understand your colleague's views and ideas.
- Support a "we" attitude. Remind yourselves that you are in this together and working toward a shared goal of improving culture at your company.

#### **2. Conflict resolution.**

- Facilitating civil dialogue can help pre-empt heated debates and conflict, but employers must be equipped with the tools and skills to recognize and respond to incivility in the workplace.
- Focus on minimizing toxic conflict and its harmful effects, not quashing disagreements and debate.
- Recognize when healthy debate is devolving into negative conflict.
- Deal with conflicts quickly and directly before they escalate.
- Discuss how the conflict is affecting the workplace and share ideas for how parties involved would like for the conflict to be resolved.
- Identify areas of agreement and isolate areas of disagreement.

- Find a solution to which all parties can agree, then act on the decisions made.

### **3. Leadership and accountability.**

- Creating a more civil and productive work environment is everyone’s job, but HR professionals and people managers have a special role to play in setting the tone. Leading by example and holding people accountable for behavior that contributes to toxicity in the workplace are essential.
- Hire people who conduct themselves with civility.
- Conduct yourself with civility and reward the kind of behavior you expect of colleagues.
- Coach business leaders, managers and employees on how to be civil and respectful of others.
- Hold people accountable throughout your organization, regardless of their position in the organization.

**“If You Cannot Do Great Things, Do Small Things In A Great Way!”-Napoleon Hill**

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