Examples of Civility in the Workplace

1. Showing respect for other people's feelings and opinions.

2. Following the rules.

3. Going out of your way to help someone else.

4. Saying "please" and "thank you."

5. Respecting those who are different from you.

6. Acknowledging your mistakes and making appropriate amends.

7. Refusing to participate in malicious gossip.

8. Making a new pot of coffee after drinking the last cup.

9. Cleaning up after yourself.

10. Smiling and saying "hello" to everyone you see.

11. Using a positive tone of voice.

12. Listening attentively to others.

13. Praising people.

14. Being well-dressed and well-groomed, practicing good hygiene, and using fragrance very moderately.

15. Learning and using people's names.

16. Apologizing when you do something that offends someone.

17. Presenting negative information without being offensive.

18. Welcoming newcomers to the organization.

19. Stopping to think before acting, and asking yourself the following questions:

   - Do I really want to do this?
   - Will anyone be hurt by this?
   - How will I feel about myself after I have done this?