

SHRM's Civility Index measures how civil we are at work and beyond. We asked 1,611 U.S. workers how often they experience or witness uncivil behavior in their daily lives and in the workplace.

CIVILITY INDEX SCORE

SHRM's Q1 2024 Civility Index score is **42.3 out of 100**, indicating that incivility is a common experience in the daily lives of U.S. workers. This signals an urgent need for people and businesses to take action to prevent incivility from escalating.



INCIVILITY + DAILY LIFE

Our daily lives are saturated by incivility. We can do better.



PER SECOND



PER MINUTE



PER HOUR



PER DAY

INCIVILITY + BUSINESS

Incivility takes a toll on business. You can't afford it.

66% OF U.S. WORKERS AGREE THAT INCIVILITY REDUCES PRODUCTIVITY

59% OF U.S. WORKERS AGREE THAT INCIVILITY CAUSES A DECLINE IN EMPLOYEE MORALE

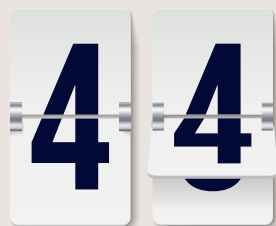


INCIVILITY + THE WORKPLACE

Incivility threatens a healthy workplace. Let's transform the world of work, together.



NEARLY 40% OF DAILY ACTS OF INCIVILITY OCCUR IN THE WORKPLACE



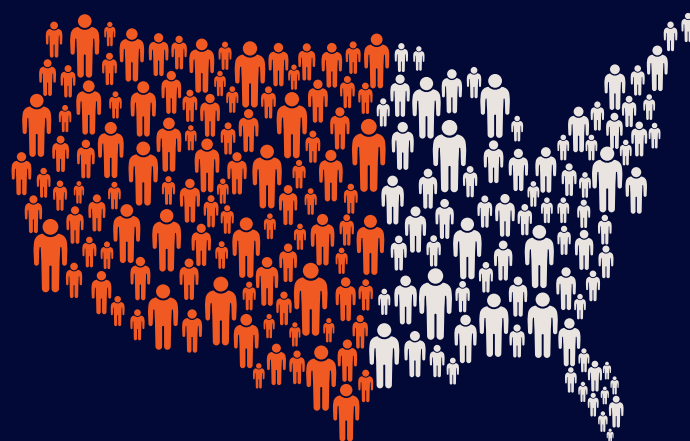
44% OF U.S. WORKERS WHO WITNESSED OR EXPERIENCED INCIVILITY AT WORK SAID THEIR COWORKERS WERE INVOLVED



ONLY 25% OF U.S. WORKERS BELIEVE THEIR MANAGERS ARE EFFECTIVE AT HANDLING INCIVILITY

MORE THAN HALF OF U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL

Today the call for civility rings loudly, and it's our shared responsibility to foster respect and empathy that will allow people and business to thrive. We may not always agree, but we can each be a catalyst for civility – one conversation at a time.



shrm.org/civility

SHRM Q1 Civility Index

In March 2024, SHRM surveyed 1,611 U.S. workers to understand how often they experience or witness uncivil behavior in their daily lives and in the workplace. The data is weighted to ensure the survey results represent the experiences of the broader U.S. working population.