



**CARDS
AGAINST
INCIVILITY**

#CIVILITYATWORK

Every day, millions of conversations unfold at work and beyond. Use these cards to help you disagree while keeping it civil—one conversation at a time.



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**HOW DO
RESPECT AND
EMPATHY IMPACT
YOUR PERSONAL
WELL-BEING?**

The right ingredients make all the difference. Name three ingredients for a civil conversation. Here's a hint:

EMPATHY

Understand different viewpoints.

RESPECT

Listen without judgment.

TRANSPARENCY

Speak with clear intentions.

INCLUSION

Value every voice.

**DO YOU FEEL
COMFORTABLE
CHALLENGING
OTHER PEOPLE'S
IDEAS AT WORK?**

U.S. workers believe
workplace conflict will increase
over the next 12 months.

**WHAT ARE THE ISSUES
TODAY IMPACTING
CIVILITY AT YOUR
WORKPLACE?**

**WHAT KIND OF
WORK CULTURE
KEEPS EMPLOYEES
ENGAGED?**

CIVIL ICEBREAKERS

If you were a professional athlete,
what sport would you play?

What do you normally
have for lunch?

Does your commute
affect your mood?

RESPECT



AUTHENTICITY

How can you balance keeping
it real with keeping it civil?

HOW DO YOU SPARK CIVILITY AT WORK?

Do you value diversity of
thought and differing opinions?

Do you encourage openness
and honesty?

Do you engage in
empathetic listening?

Do you engage in difficult
discussions without judgment?

**ARE YOU MORE CIVIL
AT WORK OR OUTSIDE
THE WORKPLACE?**

BE HONEST.



WATER COOLER TALK

How do you unwind after work?

CIVIL ICEBREAKERS

How do you start your day?

If you had an extra hour every day, what would you do with it?

What's a hobby you don't talk about at work?

**WHAT'S THE
BEST LAUGH
YOU'VE EVER
HAD AT WORK?**

Providing constructive feedback
is essential for growth.

**HOW DO YOU GIVE
FEEDBACK THAT
UPLIFTS WITHOUT
OFFENDING?**

**HOW DOES
HEALTHY WORK/LIFE
INTEGRATION
FOSTER MORE
EMPATHY?**

Everyone has the potential
to thrive at work.

**HOW DO YOU ADJUST
YOUR LEADERSHIP
APPROACH TO
EMPOWER YOUR
COLLEAGUES?**

**HOW CAN BEING
A CATALYST FOR
CIVILITY HELP YOU
GROW IN YOUR
CAREER?**

How can businesses
and HR leaders create a
culture of civility through

**INCLUSION,
EQUITY, AND
DIVERSITY?**

DO YOU FEEL LIKE YOU CAN BE YOURSELF AT WORK?

People who have experienced incivility are less likely to be their authentic selves at work.*

**Source: SHRM 2024 Civility, Conflict and Expression Report.*

**IF YOU COULD
CHANGE ONE
THING IN YOUR
ORGANIZATION,
WHAT WOULD
IT BE?**

**HOW CAN
WE ENSURE
EVERYONE'S
VOICE IS HEARD
DURING
MEETINGS?**

How can people set
expectations with each
other about their

COMMUNICATION STYLE?

**HOW WOULD YOUR
COLLEAGUES
DESCRIBE YOU
WHEN YOU'RE
NOT AROUND?**



WATER COOLER TALK

Do you prefer to be in the office,
fully remote, or hybrid?

**DOES YOUR
WORKPLACE
PROVIDE ALL THE
RESOURCES YOU
NEED TO HAVE CIVIL
CONVERSATIONS?
WHAT'S MISSING?**

How can team leaders ensure employees remain respectful if they choose to address tricky topics like religion or politics?

92% OF U.S. WORKERS
have a religious identity,
but nearly
52% DON'T DISCLOSE
their beliefs at work for
fear of unfair treatment.*

**Source: SHRM 2023 Religious
Discrimination in the Workplace Report.*

CIVIL ICEBREAKERS

How do you stay organized,
and does it help with stress?

What do you do on breaks
during the workday?

What is your ideal
workplace culture?

SOCIAL MEDIA

How does it impact
civility in your life?

Does technology threaten
your ability to connect
with others?

Uncivil behavior can show up in many ways—interrupting or silencing others, invasive management styles, etc.

HOW DO YOU EXPERIENCE INCIVILITY?

**WHAT
COMPLIMENTS
MAKE YOU FEEL
VALUED AT WORK?**

TRANSPARENCY



TRUST



CIVILITY

How can clear and
transparent company
policies foster civility?

WE ALL HAVE A TON ON OUR PLATE.

Is uncivil behavior distracting?

Can keeping it civil keep
us motivated?

**WHAT PROCESSES
ARE IN PLACE
AT YOUR JOB
TO RESOLVE
CONFLICT?**

U.S. workers experience
approximately 7 million acts
of incivility every hour.*

HOW CAN YOU CHANGE THAT TODAY?

*Source: SHRM Civility Index 2024.

Civility is a choice to turn tough talks into teamwork, discord into dialogue, and conflict into opportunity.

**WHEN TOUGH
TALKS ARISE IN THE
WORKPLACE, HOW
DO YOU REACT?**

**WHAT IS YOUR
MENTAL CHECKLIST
BEFORE HAVING
A DIFFICULT
CONVERSATION
WITH A COLLEAGUE?**

CIVIL ICEBREAKERS

What is your go-to playlist at work?

What is the most unconventional advice you ever received at work?

When you were a kid,
what did you want to be?