

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.

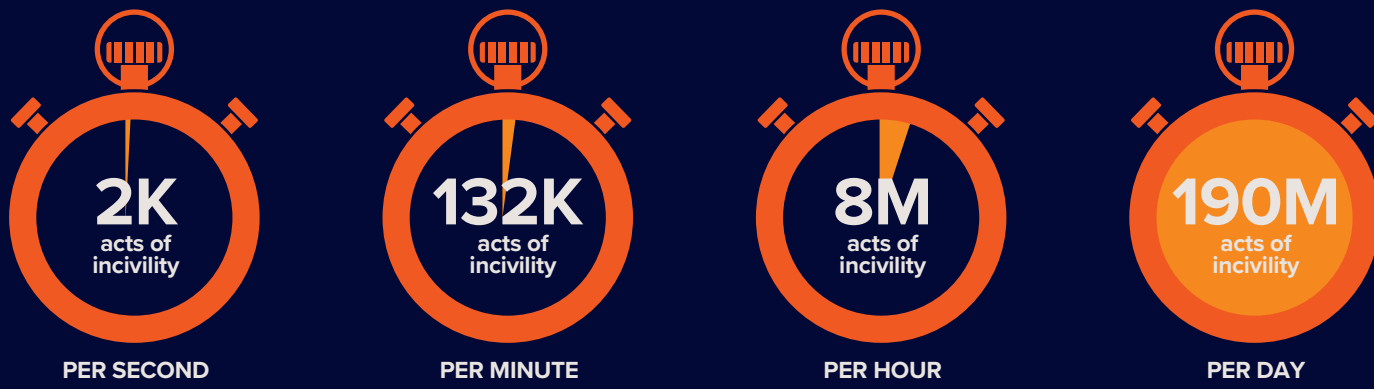
CIVILITY INDEX SCORE

The current SHRM Civility Index score is **46.1**, marking a **3.8-point increase** since the Q1 2024 findings. This score indicates that incivility continues to be prevalent in the daily lives of U.S. workers. The rise underscores an urgent call to action for businesses and individuals to actively work toward preventing the escalation of incivility and to lead with empathy and respect.



INCIVILITY IS ON THE RISE

U.S. workers are experiencing more daily acts of incivility in their everyday lives since the beginning of 2024.



THIS MARKS A **10.4% INCREASE** SINCE SHRM'S Q1 FINDINGS.

THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses.

\$2,168,249,033

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



WHAT FUELS THE FIRE?



POLITICAL VIEWPOINTS

27% more workers

cited differences in political viewpoints as a contributing factor behind incivility in their workplace than in Q2. For everyday life, political viewpoint differences are now the top contributor to incivility.

Other top drivers of workplace incivility identified by U.S. workers:

- DISAGREEMENTS ON SOCIAL ISSUES
- GENERATIONAL GAPS
- RACIAL OR ETHNIC DIFFERENCES
- THE DIRECTION OF U.S. SOCIETY

INCIVILITY UNCHECKED

U.S. workers are unlikely to confront or take action against incivility.



30%

of workers say they confronted the person about their uncivil behavior at work.



30%

of workers say they reported the uncivil incident to HR or to a manager.



For both everyday life and in the workplace, workers are most likely to say they respond to incivility by **removing themselves** from the uncivil situation or **ignoring** incivility they encounter.

INCIVILITY + THE WORKPLACE

Incivility is saturating workplaces. Is your organization equipped to handle it?

58

58% OF DAILY ACTS of incivility occur in the workplace.

65

65% OF WORKERS say personally experiencing incivility causes unnecessary stress.

65

65% OF WORKERS believe that their manager cares more about business objectives than how people are treated in the workplace.

EXPERIENCES INCIVILITY

INCIVILITY IS A CYCLE

BECOMES UNCIVIL TOWARD OTHERS

BREAK THE CYCLE

Workers who experience incivility in their everyday lives commit over twice as many uncivil acts than workers who do not.

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

In the current political climate, it's our collective duty to foster workplaces that prioritize civility and respect. We may not always see eye to eye, but we can be champions of civility and work together to end the cycle, one conversation at a time.

