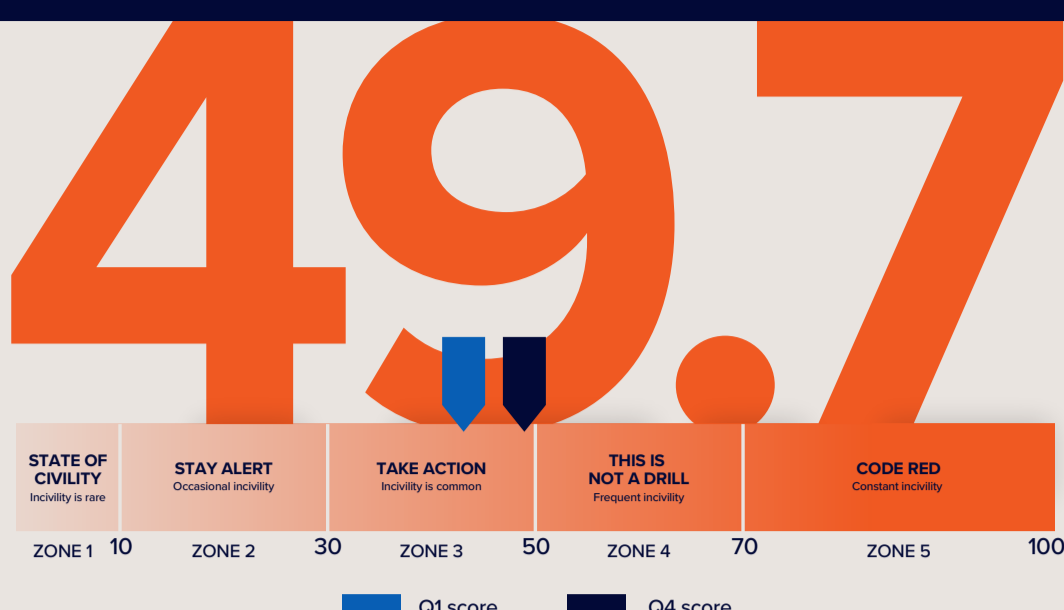


At the start of 2024, SHRM launched the Civility Index to gauge the current climate of civility across the U.S. This pulse report is part of a continuous effort to track and understand trends in civility within U.S. society and workplaces.

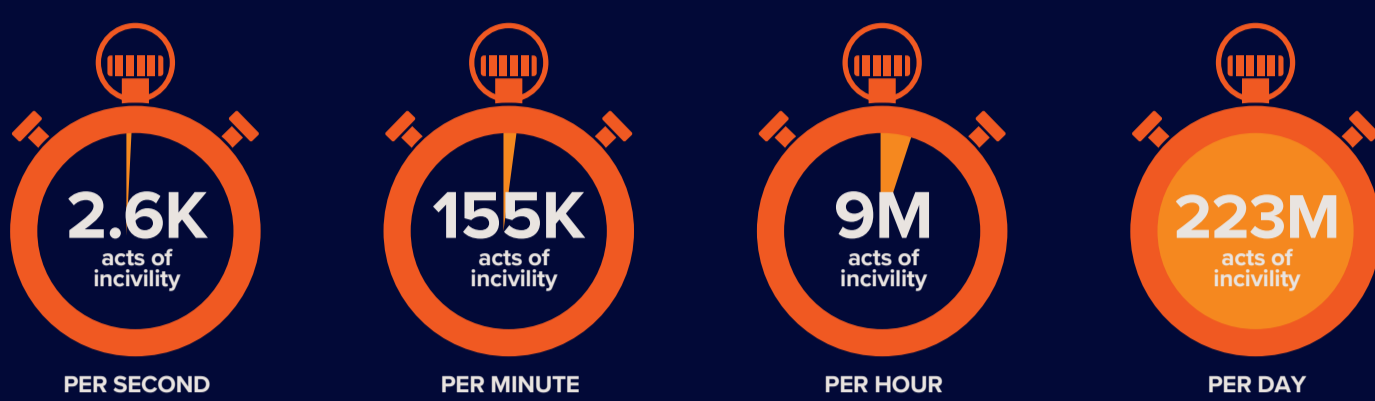
## CIVILITY INDEX SCORE

The current SHRM Civility Index score is **49.7**, marking a **7.4-point increase** since the Q1 2024 findings. **This is the highest recorded score in 2024.** The rise underscores an urgent call for businesses and individuals to enact real change in their workplaces and communities.



## INCIVILITY IS STILL ON THE RISE

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

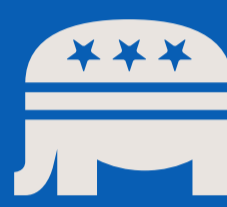


THIS MARKS A **30% INCREASE** SINCE SHRM'S Q1 FINDINGS.



## POLITICS AT WORK:

The top contributor to incivility in everyday life and in the workplace



Politics continues to fuel incivility. Compared to the beginning of 2024, there has been a 51% increase in workers reporting that differences in political viewpoints contribute to workplace incivility.

U.S. workers who believe civility will worsen in 2025 most commonly cite the following factors for the anticipated decline:



2024 U.S. GENERAL ELECTION RESULTS



TOPICS RELATED TO THE NEXT ADMINISTRATION



NEW GOVERNMENT POLICIES

## WORKERS WANT CHANGE

**44%**

OF U.S. WORKERS believe incivility in the U.S. will worsen in 2025.

**60%**

OF U.S. WORKERS believe it is important or very important for their company to make efforts to address civil discourse at work in 2025.

**26%**

OF U.S. WORKERS said it is likely they will leave their job in 2025 because of incivility.

Do you have a plan for your organization?

## INCIVILITY + THE WORKPLACE

As tensions rise, workplaces are feeling the heat.

**56**

**56% OF DAILY ACTS** of incivility occur in the workplace.

**68**

**68% OF WORKERS** believe that their manager cares more about business objectives than how people are treated in the workplace.

**74**

**74% OF WORKERS** agreed that their manager or supervisor could have done more to prevent incivility at work.

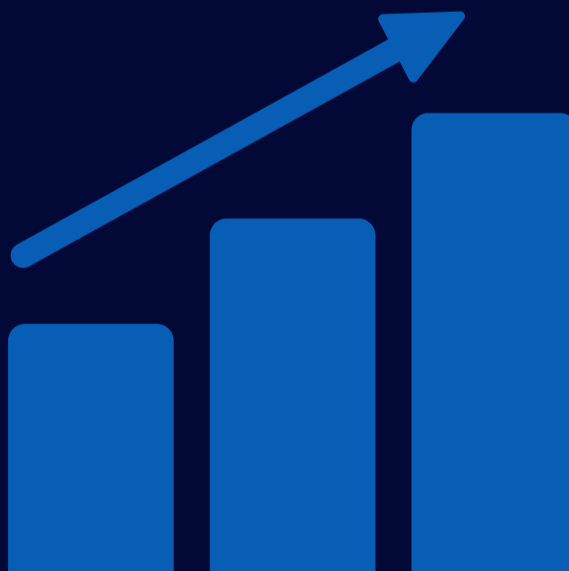
## THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses—and it's getting pricier.

**\$2,709,093,454**

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

THIS REPRESENTS AN AVERAGE DAILY INCREASE OF NEARLY \$600 MILLION COMPARED TO Q3.



EXPERIENCES INCIVILITY

## BREAK THE CYCLE

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

BECOMES UNCIVIL TOWARD OTHERS

## INCIVILITY UNCHECKED

**30%**

of workers said 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** the incivility they encounter.

## 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.

