

2016 Occupational Health Psychology (OHP) Summer Institute

OHP Innovation and Creative Strategies Leading to Total Worker Health July 12-14, 2016

Location: Portland State University Smith Memorial Student Union, Rooms 327-329
Address: 1825 SW Broadway, Portland, Oregon 97201

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Improving Civility Contributes to Well-being at Work



Abstract: The people make or break a workplace. People quit because of poor relationships; they go all-out because of comradery. While bullying and abuse obviously drive people away, research on workplace incivility has demonstrated that subtle, low-key disrespect has a powerful emotional impact as well. Dr. Leiter has worked extensively with organizations to improve civility and respect in workgroups. This work has demonstrated that people can improve their level of civility and that improved civility has valuable downstream implications for engagement, commitment, and reduced burnout. This presentation will consider workplace civility from a workplace perspective, focusing specifically on the areas of reward, community, and fairness. It will examine exercises and activities used in civility interventions to identify the active ingredients of bringing together meaningful and lasting change in workplace cultures. Dr. Leiter will draw upon his experience in implementing civility interventions in healthcare, government, and education.