



HR Civility Toolkit

TOOLS TO CULTIVATE A CIVIL WORKPLACE



HOW BIG IS THIS PROBLEM?



1:5

1:5

OSHA reports, nearly one in five US adults live with a **mental illness**.

65%

65%

Approximately 65% of U.S. workers characterize work as being a very significant **source of stress**, according to data from 2019-2023.

98%

98%

98% of HRs report workplace **burnout**.



Civility is about caring for our employee's well-being while giving our leaders the tools to cultivate good communication and relationships.

WHAT'S IN THE KIT?



Relationships and Communication

- [Social Styles](#)
- [Nonviolent Communication](#)
- [Crucial Conversations](#)

Employee Well-Being

- [Overcoming the 5 Dysfunctions of a Team: Psychological Safety Survey](#)
- [Building a Trauma-Informed Workplace](#)
- [FMLA/ADA Checklist](#)
- [HR Burnout Survey](#)

RELATIONSHIPS AND COMMUNICATION



Approachable **Social Styles**

Give your leaders the tools to better communicate with each other. Social Styles identifies four common communication styles. Understanding each person's preferred style can help avoid misunderstandings.



Considerate **Nonviolent Communication**

Communication is one of the most underutilized skills for managers navigating civility issues today. Nonviolent communication (NVC) has been used worldwide in international conflicts, political arenas, workplaces, homes, and schools. It's a method of communication designed to diffuse triggers and optimize for success in reaching a mutual understanding.



Strategic **Crucial Conversations**

Crucial conversations is a dialogue style that teaches you how to stay calm during high-stake and highly emotional conversations. This tool is a game-changer for building civility, especially around political discourse. Learn to express controversial topics with respect. The *New York Times* bestseller, Crucial Conversations, has been used in Fortune 500 companies, government agencies and corporations across the nation.

SOCIAL STYLES



Who: Managers and Employees

What: Based on four unique Styles, which categorizes individuals into one of four predictable ways of using time, interacting, and making decisions.

Why: When you know the Social Style of your co-workers, you can adapt your behavior to build a better working relationship.

How: Free cards to easily identify how we express ourselves so others can relate to us better. Great for orientation and icebreakers, or for your managers to display on their desk for use in conversations.



[Social Style Cards](#)



[Social Style Chart](#)



[Read More](#)



NONVIOLENT COMMUNICATION



Who: Managers and Employees

What: It's a method of communication developed to diffuse triggers and optimize the success of reaching a mutual understanding.

Why: Communication is one of the most underutilized skills for managers navigating civility issues today. Nonviolent communication (NVC) has been used worldwide to resolve conflict and is the perfect antidote to incivility.

How: Microsoft CEO, Satya Nadella, cured his toxic culture at Microsoft by purchasing copies of Nonviolent Communication for his senior leadership team.



[Nonviolent Communication Book](#)



[Nonviolent Communication Model](#)



[Read More](#)



CRUCIAL CONVERSATIONS



Who: All

What: A method of communication to respond respectfully, rather than react emotionally, to achieve your goals in high-stake conversations.

Why: During high-stake conversations, things can get emotional fast. This model gives your workforce a way to exit fight-or-flight to respond appropriately in the workplace.

How: Give your leadership team a copy of the book, Crucial Conversations, or provide them with our print outs to include in your orientation.



**Crucial Conversations:
Assign the Courses**



**What's Your Style Under
Stress? Assessment**



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WHY EMPLOYEE WELL-BEING



In times of high stress, relationships suffer, communication is strained, and interpersonal civility drops.

The Occupational Safety and Health Administration (OSHA) reports more than 80% of Americans have work-related stress. Stress leads to heightened reactivity, hasty judgments, and frequent anger.

High levels of stress and trauma are linked to civility issues, employee disengagement, and HR burnout – all of which are increasing.

A 2023 study by Gartner highlighted the role the pandemic may have played in driving up burnout among HR professionals.

More than half say they are receiving more requests for support from employees than before the health crisis; nearly as many say they are struggling to prioritize new tasks.

EMPLOYEE WELL-BEING



Servicing **Psychological Survey**

Psychological safety is the capacity to show up authentically, ask questions, and push back without fear of negative consequences. As a basis for all teams, co-workers must feel comfortable expressing vulnerability with each other to breed a healthy foundation of trust.

Solving **Trauma-Informed Workplace**

Our collective trauma from the pandemic means we need a new approach at work. High periods of stress can be caused by the behavioral impacts of trauma. Calm Business provide HR professionals with well-being tips and tools on burnout, mental health, and more.

Simplifying **FMLA/ADA Checklist**

With mental health issues on the rise, this complex process has seen an uptick in requests. Simplifying with a checklist for yourself and your team will save you time and bring you peace of mind in terms of accuracy. Checklists are your safeguard, to catch you when you are too tired and running on autopilot.

Awareness **HR Burnout Survey**

Employees rely on HR to be their advocate with their employer, but if you're facing burn out, its likely you are unable to continue supporting employees in this capacity. Find out where you stand to support civility efforts.

PSYCHOLOGICAL SAFETY SURVEY



Who: All

What: It's a quiz based on Patrick Lencioni's, Overcoming the 5 Dysfunctions of a Team.

Why: Psychological safety is the foundation of healthy teams. Employee disengagement is one symptom of teams that feel unsafe voicing opinions and contributing to an optimal outcome.

How: Provide our custom quiz to gauge the level of psychological safety your employees feel at work.



[5 Dysfunctions of a Team Chart](#)



[Employee Psychological Safety Survey](#)



[Read More](#)



BUILDING A TRAUMA-INFORMED WORKPLACE



Who: HR and Managers

What: Free on-demand webinars on psychological safety, mental health, and more. Calm offers resources with their new Calm Business tools.

Why: It's important to normalize our collective trauma at work by providing the tools for mental health. Calm Business offers HR professionals with well-being tips and tools on burnout, mental health, and more.

How: Watch this webinar on how to create a trauma-informed workplace.



[Create a Psychologically Safe Workplace Webinar](#)



[Calm Business Webinars](#)



[Learn More](#)



SIMPLE IS BETTER: FMLA/ADA CHECKLIST

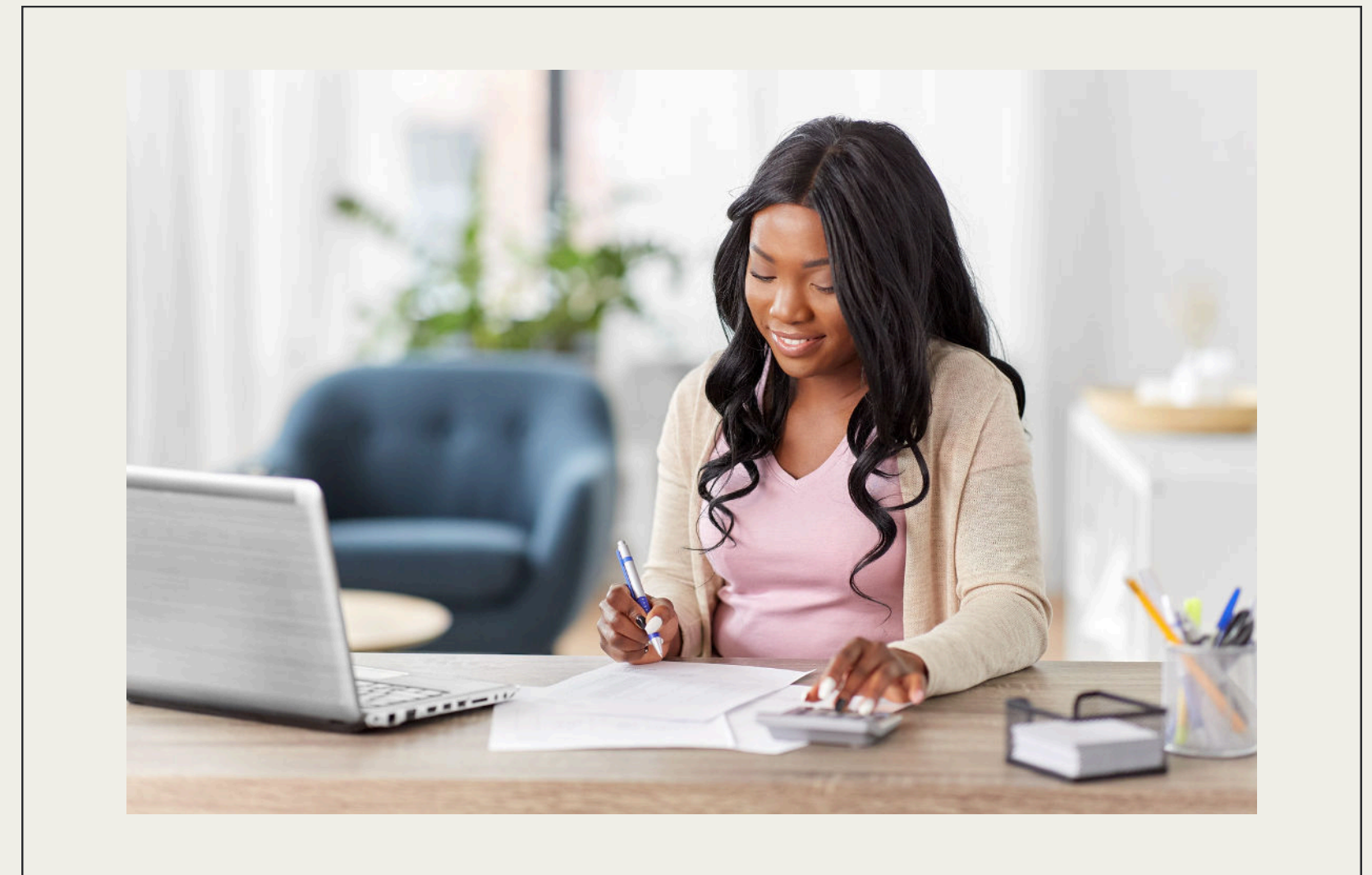


Who: HR Managers

What: A checklist for you and your team to help you easily execute and stay in compliance when handling a high volume of requests for medical leave.

Why: With mental health issues on the rise, it's more important than ever to simplify this complex process. Using a checklist helps you weed out information you don't need see and decreasing overwhelm while ensuring accuracy.

How: We've simplified SHRM's FMLA and ADA checklist to help you focus on only what you need to see. Open in Adobe Acrobat and hover on the blue tooltips if you need to reference legal information.



[Simplified FMLA/ADA Checklist](#)



[SHRM FMLA and ADA Checklists](#)



[Learn More](#)



HR BURNOUT SURVEY



Who: HR Managers

What: Ensuring you are able to continue caring for your workforce is one of the most important things you can do for the health of your employees.

Why: Employees rely on HR to be their advocate with their employer, but if you're facing burn out, consider Crucial Conversations or Nonviolent Communications to speak up for your needs or begin to consider other roles with lower responsibility to help you recover.

How: Use our quiz to briefly assess your own level of burn out.



[HR Burnout Survey](#)



[Learn More](#)



THE MOST IMPORTANT THING



The best thing we can do to combat civility issues is care for ourselves. When we care for ourselves, we care for our workforce.