

Incivility Checklist

Kindness Speaks Volumes

As you read through this list of unkind behaviors, you will find some may apply to your relationships with peers, clients, patients or to someone in a supervisory role. Reflect if you have answered “yes” to any of the behaviors listed below. What will you do differently tomorrow to stop acting on these behaviors? Reflect on next steps to support a kinder, more harmonious workplace.

- Unreasonable work targets aimed at one person. Excessive micro-managing.
- Ignoring, alienating, or exclusion from conversations or activities.
- Using the “silent treatment” as a form of reprimand or control.
- Name-calling, hurtful sarcasm, insults, and spiteful jokes at another’s expense.
- Making attacks on someone’s character or personal life to discredit them in private or public.
- Using belittling words and/or body language. Extended, intimidating eye contact.
- Backbiting, gossip, or spreading malicious rumors.
- Making uncalled for critical remarks about dress and appearance.
- Imposing an excessive workload compared to others or removing enjoyable tasks as a form of punishment.
- Unwarranted harsh criticism or humiliation in public or private.
- Using demeaning and insulting language to diminish one’s work competency.
- Hazing or initiation rituals.
- Vandalizing personal or professional property.
- Rage, excessive swearing, yelling, throwing, or slamming items (pens, books, doors, drawers).
- Making others feel repeatedly marginalized and discriminated against.
- Verbal, cyber, or physical threats or actions.
- Extreme non-collaboration by withholding vital work-related information.
- Inappropriate threatening of job security, wages, promotions, and using unwarranted fear tactics.
- Continually moving timelines and workload deliberately to create chaos.
- Sabotaging someone’s work or taking credit where credit was not due.

Resource: *Compendium12* by Olivia McIvor