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Healthy Companies is a global management consulting and research firm dedicated to driving the CEO's Agenda.



THE HEALTHY LEADER

Prescriptions for growing a healthy company



Are you civil?

Arriving late for a meeting. Abruptly dismissing someone's idea. Reading your texts or emails during a conversation. Ignoring a colleague's request for information.... Incivility can be subtle, but it is everywhere. 96% of employees say they have experienced incivility at work. Half say they're subject to uncivil treatment at least once a week.*



Do you model civility?
[CLICK HERE](#) to find out.

What Great Leaders Know

Great leaders know that incivility corrodes morale, disengages people from their work, undermines organizational performance, and poisons customer relationships. As a leader, you set the tone. Model civility in your every action, so you can credibly oblige others to follow The Golden Rule.

To consistently model civility, you must maintain a high level of self awareness grounded in sound emotional, social, spiritual, and physical health:

- *Emotional.* Consciously modulate your emotions – especially anxiety and frustration, which often fuel uncivil behaviors.
- *Social.* Convey authentic respect in every interaction. Honor your agreements. Take the high road to resolve conflicts.
- *Spiritual.* Embody gratitude, genuine caring and humility.
- *Physical.* Keep fit and rested, so you have the energy to be a consistently positive force at work.

"Retaining customers is the most important thing. But you need to start with how you want your employees to be treated—kindly, properly. If you treat your employees in a respectful manner, it's more likely they will do the same in kind. That's where it really all starts."

— **Isadore Sharp**,
Founder and Chairman,
Four Seasons Hotels & Resorts

Read [Resolving Conflict Between Yourself and Others](#).

Will you turn the tide?

Incivility is paralyzing government, tearing at the fabric of society, and costing businesses untold billions of dollars each year. Civility can only be

restored by each of us, one person at a time. Why not start right now, in your own workplace?

Ask yourself...

- Am I the most civil person on my team?
- Do I talk to my people about the importance of being civil?
- Do I constructively confront uncivil behavior?

* *The Cost of Bad Behavior*, by Christine Pearson and Christine Porath

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