



Civility in the Workplace

Civility is a code of behavior based on respect, restraint and responsibility. The following are suggestions to follow in order to be a civil co-worker.

Watch your language.

If you wouldn't say it to your grandma, don't say it at work — that's a good rule of thumb.

Remain patient and calm.

At times, you may be tempted to “fight fire with fire” when a co-worker is rude or disrespectful. However, the key is to remain patient and calm in order to improve difficult situations.

Say please and thank you.

If good manners have fallen out of fashion at your workplace, try becoming the role model for manners. Sit back and watch as others follow your lead.

Kick the gossip habit.

Others may continue to gossip and that is out of your control. However, make a personal decision to avoid rumors.

Find something (not someone) to laugh about.

Dealing with rude or disrespectful people can leave you feeling exhausted, frustrated and unhappy. Counter these negative feelings by finding something to laugh about! Laughter can decrease stress and tension, improve morale and help you promote stronger work relationships.

For additional guidance on how you can positively impact workplace culture, reach out to the EAP. Coaching services are available to all USPS employees.