Professionalism & Civility: Building Better Student Affairs Leaders

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Workshop Objectives

• Define civility and professionalism
• Explore why civility and professionalism is important
• Identify qualities and behaviors associated with civility and professionalism
• Propose ways to improve our personal and campus adoption of civility in our lives and workplaces
• Discuss implications of civility and professionalism for Student Affairs
What is Civility?

• Formal politeness and courtesy in behavior or speech (oxforddictionaries.com)

• From Latin word *civilis*, meaning “relating to public life, befitting a citizen. In other words, being friendly and nice to everyone. (vocabulary.com)
What is Civility?

• Civility is the social norms and rules that must be followed to positively and productively relate with others.

• Civility can be considered the Golden Rule: Do unto others as you would have them do unto you, or, treat others the way you want to be treated.
Qualities of Civility

- Kind & Considerate, Courteous
- Polite
- Empathetic
- Respectful
- Embraces Differences
- Honest
- Open-Minded
Civility Behaviors

- Good Listener
- Apologizes
- Accepts Responsibility
- Stands Up for Others
- Flexible
- Kindness
- Empathy
- Inclusiveness
Uncivil and Unprofessional Behaviors

- Rudeness
- Using abusive or offensive language
- Gossiping
- Failing to acknowledge others or excluding them from participation
- Discrimination
- Bullying
- Sabotaging individual or group efforts
- Putting self above others
- Poor etiquette
- Venting to others via social media, email, conversation
What is Professionalism?

• “The competence or skill expected of a professional; ‘the key to quality and efficiency…’
  “(oxforddictionaries.com)

• Professionalism relates to your conduct (behaviors) at work

• Many professions have codes of ethics and conduct

• Civility is part of professionalism
Behaviors (Professionalism)

- Be on time
- Avoid gossip & politics
- Show respect to everyone
- Follow rules, regulations, policies
- Produce an excellent work product
- Stay focused on work
- Leave personal problems at home
- Work towards meeting organization’s goals
- Dress appropriately & good grooming
- Great communication skills (verbal & written)
Work Behaviors that Lead to Promotion (in addition to professionalism)

- Continued growth—learn new skills; cross-train; professional development, including classes
- Volunteer or help with additional duties—even if uncompensated (organizational advisor, grant writing, committee work, Student Affairs programming, leadership in professional organization, etc.)
- Become indispensable (even though we are ALL replaceable)
Work Behaviors that Lead to Promotion (in addition to professionalism)

- Complete all assignments—and on time
- Offer realistic ways to improve the organization
- Share your knowledge
- Be a great team player and co-worker
- Be selfless, without being taken advantage of (see the bigger perspective)
- If there’s a problem, address it with the correct individuals
- Be the type of employee you’d like to have on your team
- “Be Here Now”
Benefits of Civility & Professionalism

• Creates a positive work environment
• Reduces stress
• Improves morale
• Lowers absenteeism; increases retention
• Leads to personal growth (teaches conflict management, social skills, negotiation, etc.)
• Increases productivity
• Feels good!!
Simple Ways to Promote Civility

• Smile!
• Acknowledge others, including their contributions
• Listen; don’t interrupt others
• Refuse to gossip; be the person whom others want to emulate
• Offer genuine praise to others
• Be inclusive; don’t leave others out
• Apologize
• Be solution-focused
Implications for Student Affairs

• Role models for others on campus (students, faculty, peers, administration)

• Student Affairs is more likely to deal with issues of diversity/inclusion

• Less structure to Student Affairs activities, therefore more opportunity for conflict—also more opportunity for learning conflict resolution

• Communication is key!
To promote a campus climate of civility—not just among students, but for the entire Concord University community—Student Affairs launched the **CU Chooses Civility Project in 2012**

- Posters around campus and in each classroom
- Permanent posters in key areas
- T-shirts with graphic
- Incorporated into new student and new faculty orientation each year
A TRUE MOUNTAIN LION...

MAKES A DIFFERENCE
STANDS UP FOR OTHERS
IS OPEN MINDED
LISTENS
HELPs THOSE IN NEED
APOLOGIZES
RESPECTS OTHERS AND THEIR BELIEFS
IS A GOOD FRIEND
EMBRACES DIFFERENCES

CHOoses CIVILITY
CU Chooses Civility Project

In any moment of decision, the best thing you can do is the right thing, the next best thing is the wrong thing, and the worst thing you can do is nothing.

-Theodore Roosevelt
References

• oxforddictionaries.com
• vocabulary.com
• civilityintheworkplace.com
• techrepublic.com
• http://www.uwex.edu/ics/stream/uwc-uwex/learn@lunch/Civility-Respect.pdf

Resources you may wish to peruse:

• http://www.lorman.com/resources/ten-tips-for-creating-respect-and-civility-in-your-workplace-15463 (Richman)
• http://www.reflectionsonnursingleadership.org/Pages/Vol36_2_Clark4_Cardoni.aspx
1. What are some qualities and behaviors that you associate with civility?

2. What are some qualities and behaviors that you associate with professionalism?

3. Think of an instance where you or someone you know acted unprofessionally or engaged in uncivil behavior. Describe the incident and outcome. How might the incident have been handled differently.

4. How can we, as Student Affairs/TRIO professionals promote civility and professionalism as emerging leaders?
Rules of Civility and Decent Behavior

1. Every action done in company ought to be with some sign of respect to those that are present.

2. Shake not the head, feet, or legs; role not the eyes nor lift one eyebrow higher than the other; wry not the mouth; and bedew no man’s face with your spittle by approaching too near him when you speak.

3. Turn not your back to others, especially in speaking; jog not the table or desk on which another reads or writes; lean not upon anyone.

4. Wherein you reprove another, be unblamable yourself, for example is more prevalent than precepts.

5. Use no reproachful language against anyone, neither curse nor revile.

6. Let your conversation be without malice or envy, for ‘tis a sign of a tractable and commendable nature; in all causes of passion admit reason to govern.

7. Speak not injurious words, neither in jest nor earnest; scoff not at none although they give occasion.

8. Think before you speak; pronounce not imperfectly, nor bring out your words too hastily, but orderly and distinctly.

9. While you are speaking, point not your finger at whom you discourse, nor approach too near to whom you talk, especially to his face.

10. Speak not evil of the absent for it is unjust.

George Washington, first President of the United States of America
A TRUE MOUNTAIN LION... MAKES A DIFFERENCE STANDS UP FOR OTHERS IS OPEN Minded
LISTENS HELPS THOSE IN NEED APOLOGIZES
RESPECTS OTHERS AND THEIR BELIEFS IS A GOOD FRIEND EMBRACES DIFFERENCES

CHOOSES CIVILITY

CU CHOoses CIVILITY PROJECT

IN ANY MOMENT OF DECISION, THE BEST THING YOU CAN DO IS THE RIGHT THING, THE NEXT BEST THING IS THE WRONG THING, AND THE WORST THING YOU CAN DO IS NOTHING.

-THEODORE ROOSEVELT
Signs of a Civil and Respectful Workplace

1. People receive credit for the good work that is done.

2. Individuals take responsibility for their actions/behavior rather than making excuses or blaming others.

3. Individuals are committed to keeping each other informed and trust each other to pass along information appropriately.

4. People collaborate on important issues by seeking out each other’s opinions and expertise.

5. People talk in terms of “we” instead of creating “us and them” distinctions.

6. Individuals focus on the main issue or mission and don’t get sidetracked by differences in detail.

7. Individuals respect organizational structures and roles and don’t use them as weapons.

8. Individuals value each other’s background and experience rather than discrediting each other’s competence.

9. Concerns, criticisms, and conflicts are openly raised, are focused on methods for accomplishing the work, and are discussed in a respectful manner.

10. People speak positively about their work, the organization, and the future rather than negatively or expressing cynicism.

Taken from Driving Fear from the Workplace by K. Ryan and D. Oestreich
Promoting RESPECT in the Workplace

Recognize the inherent worth of all with whom you work.

Eliminate derogatory words and phrases from your vocabulary.

Speak with people – not at them – or about them. Practice empathy. Walk awhile in others’ shoes.

Earn the respect of colleagues and co-workers through your behaviors.

Consider your impact on others before speaking and acting.

Treat everyone with dignity and courtesy.

Adapted from Start Right...Stay Right by Steve Ventura