

## Civility in the Workplace Policy Policy Number 30007.1

Type of Policy: Human Resources

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**Reason for Policy:** The State University of New York at Cobleskill (the College) recognizes that productivity, well-being, and job satisfaction depend on the workplace environment. The College strives to foster a safe, respectful workplace to promote the highest quality performance for all community members through mutual respect, open communication, cooperation, and support. This policy covers all employees and visitors. It also extends beyond the place of work to locations where employees represent the College or perform their work-related duties and responsibilities.

**Policy Statement:** The State University of New York at Cobleskill (the College) is committed to creating and maintaining a positive work and learning environment built on mutual respect. While it is understood that disagreement will occur in a collegiate setting, open communication, mutual respect for diverse opinions, freedom of expression, and a climate of civility are essential principles that we embrace. The College recognizes and celebrates that employees, students, and visitors bring individual differences and approaches to the workplace based on gender identity and expression, ethnicity, race, culture, religion, national origin, age, disability, sex, sexual orientation, marital status, military or veteran status, and other factors which create an enriched workplace wherein pluralism is a top priority.

### **Uncivil Behaviors:**

Workplace incivility creates an uncomfortable, and potentially hostile, work environment. These acts of incivility can include:

- Bullying - behavior that intends to intimidate, degrade, coerce, humiliate, or isolate people at work or undermines their reputation or job performance
- General Incivility - rude or discourteous behavior toward an individual or group
- Harassment - behavior directed toward an individual or group with the intent to alarm, manipulate, control or abuse
- Intimidation - threats of imminent or future harm toward an individual or group
- Coercion - pressure to compel the individual to do some act against their will
- Exclusion - situations where a person is socially or physically excluded or disregarded from work-related activities on a regular basis.

- Humiliation – belittling or demeaning others through ridicule or spiteful remarks.

Under no circumstances should a supervisor be uncivil to an employee or vice versa. There is a distinction between incivility and a supervisor being firm in instructing and directing an employee related to job tasks or performance management. Any concerns that an employee is being mistreated by their supervisor must be reported to Human Resources.

### **Policy Guidelines:**

1. All employees, vendors, guests, and visitors to the College are responsible for behaving respectfully and civilly. SUNY Cobleskill employees deserve to be treated with dignity and respect in the workplace and are entitled to a work environment free from intolerance, harassment, or uncivil behaviors. The College will review, investigate, and respond to reports of workplace incivility or other grievous behavior. Employees found violating this policy's provisions shall be subject to discipline up to and including termination of their employment, consistent with the terms and conditions of the applicable Collective Bargaining Agreements if any.
2. Retaliatory action against anyone who has, in good faith, reported incidents of bullying or uncivil behavior or has been involved in reporting, investigating, or responding to alleged uncivil behavior violates this policy. Those found responsible for any retaliatory action will be subject to progressive discipline, up to and including termination, consistent with the terms and conditions of the applicable Collective Bargaining Agreement.

### **Management Responsibility**

Managers, supervisors, and others in positions of authority have a particular responsibility to ensure a healthy workplace environment and promptly address complaints. Therefore, those entrusted with leadership and supervisory responsibilities will:

1. Provide good examples by treating all with courtesy and respect
2. Promote awareness of the policy and complaint procedures
3. Be vigilant for signs of inappropriate behaviors at work through observation and information seeking, and take action to resolve the behavior before it escalates
4. Deal sensitively with employees involved in a complaint, whether as a complainant or alleged aggressor
5. Explain the procedures to be followed if a complaint of inappropriate behavior at work is made
6. Ensure that an employee making a complaint is not victimized for doing so, and seek resolution of such behavior if it occurs
7. Monitor and follow up on the situation after a complaint is made to prevent the recurrence of the behavior.

### **Employee Responsibility**

All members of the College community can contribute to a healthy workplace environment by modeling respectful behavior, speaking out against and reporting uncivil behavior, participating in training, and cooperating with preventative measures.

### **Training Programs**

As part of its commitment to encouraging positive and healthy behaviors, the College has established training programs for all employees and managers. Training is included as part of the new hire orientation and thereafter scheduled regularly for employee and management participation. Training will identify factors that contribute to a civil environment, familiarize participants with responsibilities under this policy, and provide steps for addressing a uncivil incident, including filing an adequate and informed report to the appropriate party.

**Complaint Process**

This formal complaint process ensures the investigation of allegations of negative, aggressive, and inappropriate behaviors, appropriate documentation, and resolution in a timely manner.

1. Complaints should include the precise details of each incident of negative, aggressive, and alleged inappropriate behaviors, including dates, times, locations, and any witnesses. The [Workplace Incivility Form](#) should be utilized to compile all necessary information.
2. Complaints alleging uncivil behavior should be reported to the victim's immediate supervisor. Supervisors must consult with Human Resources and provide a response or update to the complainant within 14 calendar days. If the alleged uncivil or bullying behavior is by the immediate supervisor, the complaint should be reported to the Human Resources Office.
3. Multi-employee complaints within a department or division of the College may be brought directly to the Human Resources Office.

Policy History:

Revision Date	Author/Owner	Description of the action on the revision date
12.16.2022	Nicole Field	Policy Adoption
05.26.2023	Nicole Field	Policy Revisions