

CULTURAL CIVILITY TOOLS

Combat incivility with an action-oriented strategy for positive change.

Difficult working relationships are one of the biggest contributors to on-the-job stress, which costs companies **\$300 billion annually**. When the ABA's National Task Force on Lawyer Well-Being recommended in 2017 that the legal industry should actively work to "foster collegiality and respectful engagement," a clear need emerged for a tool to begin the daunting task of defining, measuring, and addressing incivility at work.

The good and bad news is that incivility is a learned behavior. So, while we might wish incivility never manifested in the first place, we have the power to change things. We can do better. Which is why Fringe has created a comprehensive tool to identify and mitigate this critical workplace communications issue so that your attorneys can increase their wellbeing.

The **Civil Health Assessment** takes a multi-phased approach to identifying, analyzing, and addressing incivility within your organization. Over a six-month period, Fringe will get to know your organization's unique values and culture through an internal survey, focus groups, and informational interviews. Following analysis of these discovery areas, organizations are provided with a comprehensive report that outlines the state of civility within their organization as well as the potential cost, both financial and cultural, of the exhibition of uncivil actions within the organization. The final report includes suggested actions to improve upon current scoring.



THE WAY WE COMMUNICATE SHAPES THE WELL-BEING OF OUR TEAMS AND COMMUNITIES.

Cultural Civility Drives:

More productive communication across your organization

Personal ownership and engagement with work and colleagues

Increased cognitive capabilities and creativity

Psychological safety



Not ready for a deep dive into cultural communication? "We understand; change takes time. Fringe also offers the more compact **Civility Email Challenge**, which organizations may choose to participate in as part of the Civility Assessment or as a standalone exercise. While participating in the 6-week Challenge, organizations receive co-branded, weekly emails for distribution to participants. Each email includes both a learning and action component. Organizations also receive weekly discussion guides for designated team leaders to utilize within small group discussions.

If you're ready to take your communications to the next level, contact us for a free consultation at hello@FringePD.com, or visit FringePD.com for more information.

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