

# Addressing Incivility in Concord: A Comprehensive Approach

The **City of Concord**'s 2023 Workplace Climate Survey, conducted by the UNC-SOG Local Government Workplaces Initiative, highlighted the need for **strategies to address incivility** in the workplace and the community. In response, Concord has undertaken a proactive initiative to address incivility, both among its citizens and within the workplace.

Recognizing the importance of fostering a respectful and supportive environment, the City **empowered a team of employees** to identify ways to manage incivility and promote harmony in the workplace and community. Here is what they came up with:

## Policy Development

- Create comprehensive policies and procedures to handle instances of incivility.
- Emphasize listening, investigating, and educating rather than reacting defensively.

## De-escalation Techniques

- Train staff in de-escalation methods for managing interactions across various platforms (phone, email, in-person).
- Provide situational and scenario-based training, including self-defense.

## Supervisor Intervention

- Empower employees with the ability to walk away from escalating situations.
- Define clear guidelines for supervisor intervention.
- Develop a flow chart for decision-making in response to incivility.

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Leisha DeHart-Davis, Professor & LGWI Director

Idd@unc.edu or (785) 766-1554

Visit: [lgwi.web.unc.edu](http://lgwi.web.unc.edu)

Email: [sog\\_lgwi@unc.edu](mailto:sog_lgwi@unc.edu)



Local Government  
Workplaces Initiative

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## Public Education

- Educate citizens about city operations through social media, utility bill inserts, and community events.
- Humanize the work of city employees and connect the public to social media.

## Employee Code of Conduct

- Develop an employee Code of Conduct emphasizing respect, accountability, mindfulness, and professionalism.
- Encourage sensitivity to different perspectives and positional awareness.

## Training and Development

- Provide training on the Code of Conduct, de-escalation techniques, generational differences, meeting management, and constructive feedback.
- Promote cross-training and peer-to-peer training to enhance appreciation for coworkers.

## Team Building

- Implement intentional team-building activities and monthly discussion topics.
- Encourage lunch together in safe spaces and roaming around to foster informal interactions and camaraderie.
- Assemble teams with diverse skills and common interests.

These **employee-identified interventions will be implemented** over a two-year period, aiming to create a respectful and supportive workplace environment that enhances overall harmony and productivity in the City of Concord.

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[ldd@unc.edu](mailto:ldd@unc.edu) or (785) 766-1554

Visit: [lgwi.web.unc.edu](http://lgwi.web.unc.edu)

Email: [sog\\_lgwi@unc.edu](mailto:sog_lgwi@unc.edu)



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