

EAP BENEFITS:

WHAT'S INCLUDED?

Your **Village Employee Assistance Program** is a benefit that your employer has invested in to provide you and your household members free access to confidential services. These services offer help with a variety of concerns and include the following:

Face-to-Face Counseling

Short-term, confidential counseling (online or in person) can be helpful for relationship issues (couples, family, parent-child), emotional health (depression, anxiety, grief, suicidal ideation), and workplace struggles (work-life blend, coping with change, dealing with difficult people.)

8 sessions per issue for each household member

Drug & Alcohol Assessments

Prevention education, aftercare support, and chemical dependency evaluation can be covered by your EAP. (Treatment is not an included benefit.)

Legal Consultation Services

Receive a half-hour consultation with a network attorney for family or civil law matters and discounts on further legal services with that attorney.

Nutrition Counseling

Access to a nutrition counselor for nutrition concerns or education.

Financial Counseling

Whether deep in debt, wanting to pay off credit cards more quickly, or planning for the future, Financial professionals can work to create a custom Financial Action Plan, tailored to fit each situation and lifestyle.

Health Risk Assessment

This online tool can provide a baseline for your health status and concrete recommendations for improving your overall wellbeing.

Wellness Education

Your EAP sessions can be used to take a variety of educational classes on topics such as parenting, self-esteem, anger management, and mindfulness. Call before registering to see if your class can be covered.

Resources

Employees and supervisors can access information about their EAP benefits, helpful newsletters, online resources, and more on our website.



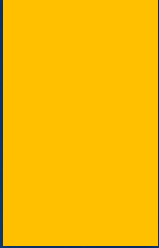
www.VillageEAP.com

800-627-8220

When you want to access EAP services, call **800-627-8220** and press 1 when prompted. This number is your one-point access to all services, including appointments, Supervisor Helpline, and after-hours crisis counselors. Speak to an intake specialist immediately or leave a message and our team will return your call. You can expect to hear from us within 2 business days. If you don't, please call again.

Let the intake specialist know you want to take advantage of your EAP benefits and who your employer is. They will ask you a few questions that will assist us in connecting you with the EAP services that best meet your needs. **It's as easy as that!**





Civility in the Workplace

SUSAN WILLIAMS | SWILLIAMS@THEVILLAGEFAMILY.ORG

Incivility...

- “low intensity” behavior that may be demonstrated through actions such as being mildly but consistently rude, discourteous or impolite
 - violating workplace norms of behavior.

Civility...

the willingness to respectfully acknowledge the existence of each other,

I see you.

as well as a willingness to let each other pursue our own interests

I accept that you are different from me.

without harassment or interference.

I won't get in your way or make things hard for you.

These are trying times...

2016 75% of Americans thought incivility had reached crisis levels
56% expected it to increase.

'Civility in America' survey

2023 85% of Americans said civility in today's society is worse than it was 10 year ago.

American Bar Association survey

2025



93%



Is there hope?

March 2025

The vast majority of Americans (72%) desire to be a part of the solution in restoring civility to our country

Ronald Reagan Presidential Foundation and Institute's (RRPFI) Center on Civility and Democracy.

“Our goal at the Center on Civility and Democracy is to re-instill the norms of respect and good citizenship in American public life... [our] survey helps us to better understand the current state of the country and to identify ways to foster civility going forward – knowing that it does not mean agreement or compromise but rather finding areas of common ground and allowing space for disagreements.”

What does incivility look like?

Any action that makes a [colleague] uncomfortable and creates an unpleasant or hostile [workplace].

There is no universal list. It's not always consistent.

Swearing

Slurs

Clothing

Gossip

Nasty notes

Rumors

Tantrums

Intimidation

Sarcasm

Ridicule

Vandalism

Discrimination

Talking about _____

Harassment

Hazing

Loud music

Radio stations/News outlets

Glee in the misfortune of others

<https://youtu.be/ljLlpOAGRsQ?si=5f4f7pGJsPDJT-XI>



SIMON OLIVER SINEK

AUTHOR AND MOTIVATIONAL SPEAKER



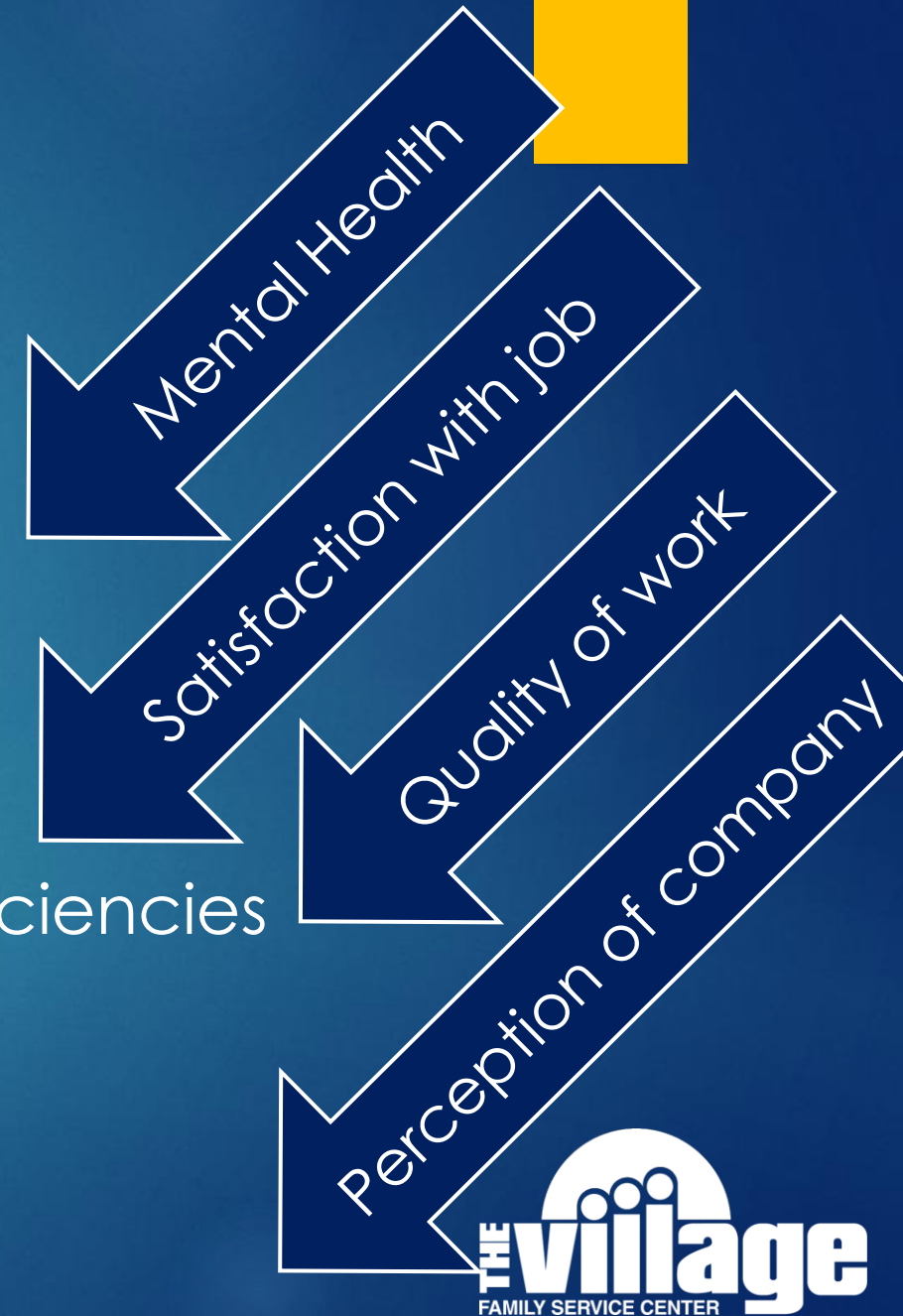
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When there's incivility...

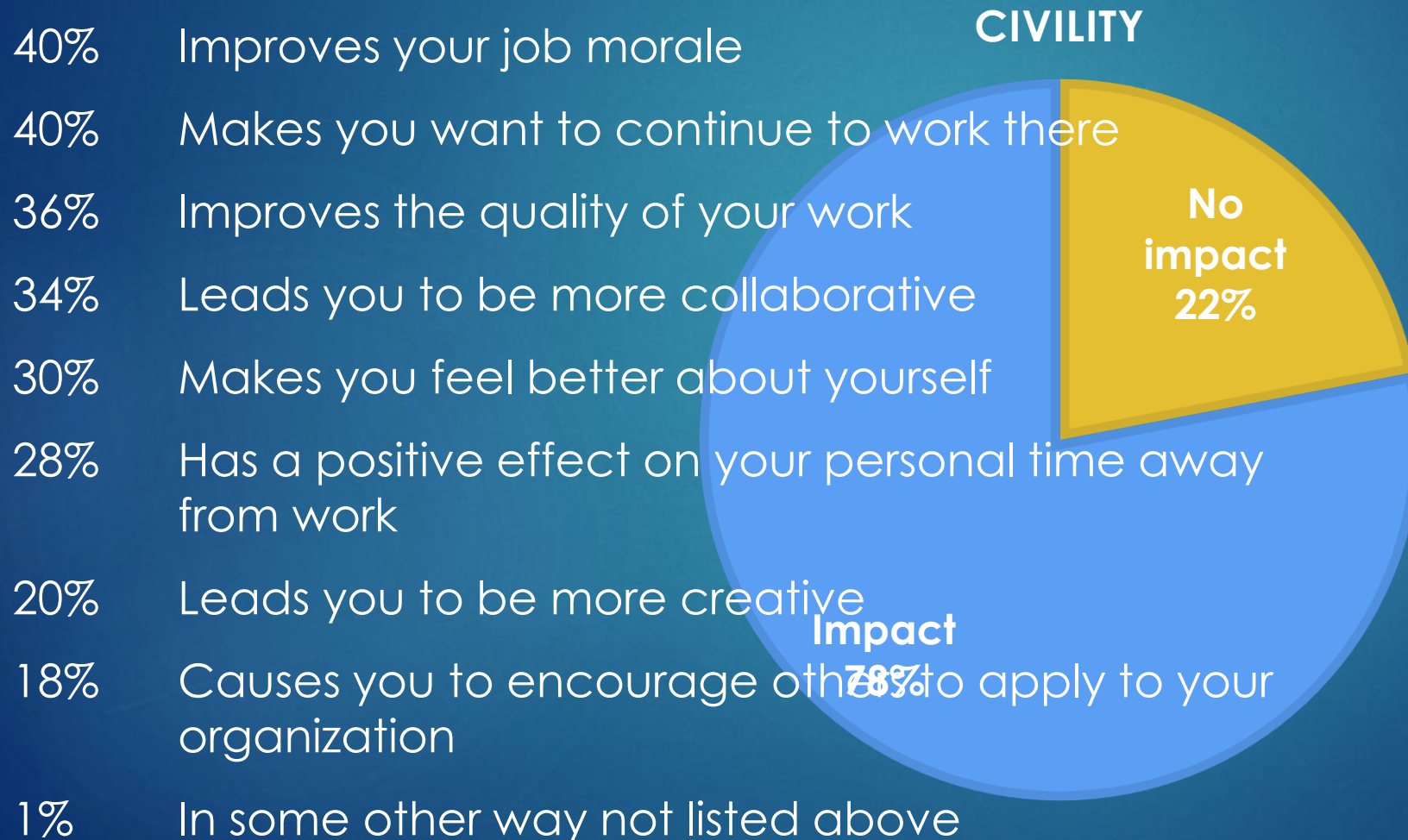
employees feel disrespected, become stressed, and are more likely to:

- ▶ Avoid offering new ideas & solutions
- ▶ Decrease their productivity
- ▶ Lower the quality of their work
- ▶ Avoid offering help
- ▶ Steer clear of the offender, creating inefficiencies
- ▶ Take their frustrations out on customers*
- ▶ Spend less time at work
- ▶ Leave the organization



How Civility at Work Affects Job Performance

(among employed Americans with coworkers in a civil workplaces)



CIVILITY

loyalty
attitude
retention
home life
productivity
engagement
quality of work
job satisfaction
employee health
employee safety
customer service
customer satisfaction

Also...



INCIVILITY?

Huey, Dewey, and Louie LOVE Barry Manilow. When they are working together they play his music, loudly. And sometimes sing along. Loudly.

- ▶ They are the only ones in the area.
- ▶ The office space next door can hear it.
- ▶ Andrea is also working with them and can't stand Barry Manilow.

INCIVILITY?

Laura, Michelle, and Nicole eat lunch together every day in the break room. The three women frequently talk in detail about their personal lives with each other, sometimes including stories of a sexual nature.

If their coworkers are eating lunch at the same time nearby, they do not talk about sexual situations.

INCIVILITY?

Paul and Angela are close friends and work for the same organization. Although Angela is a US Citizen, Paul makes jokes about Angela's Mexican heritage, and Angela jokes that she plans to marry Paul for citizenship. Neither Paul nor Angela has expressed uneasiness regarding the other's behavior.

Keenan, a coworker who works near Angela, will leave the area whenever Paul stops by because the racial jokes makes him uncomfortable.

INCIVILITY?

Every time it snows Linda goes to the empty parking lot of the church and spins donuts.

Every time it snows Linda spins donuts on her way out of the parking lot at the end of her shift.

INCIVILITY?

Stella Mae is a very sweet and lovable puppy, but I don't feel we have what it takes to go through this puppy stage. I am so sorry, and really feel like a failure. But between the cats who are mostly traumatized, and our household not being adequately prepared to welcome an energetic pooch, I just don't see this working. I don't like to think of myself as a quitter, but in this case I guess I am. If there is anyone who would like a free pup named Stella Mae, please message me. She is a mountain cur, born Oct. 9, 2023. She has shots scheduled in Staples on Jan. 24, and I want to pay for that, regardless if she is in a new home already. She has toys that will come with her, her dog food, treats, etc. She has not been crate/kennel trained, wherein lies much of our problem. Thank you for listening, and I really do hope she finds a loving home. She deserves it!! We've only had her a little over a week, but I have grown to love her in that time. Yesterday she learned to 'sit' on command...for the most part! So, a new owner will be ahead there! God bless Stella Mae.

[REDACTED]

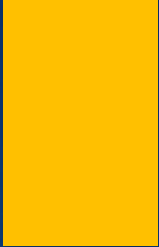
This is really sad for this puppy. They only had her a week and already have given up on her. I really hope she finds a home with the love she deserves.

[REDACTED]

Judge much? If you can't be helpful stay the hell out of it.

[REDACTED]

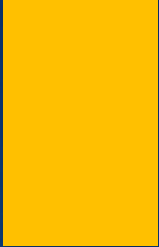
[REDACTED]—I know this is not an easy decision for you and that you care about Stella. Kudos for doing what is hard but right for her



Is it possible to have a workplace culture free of incivility?

What would it take?

Civility does not require agreement.



Civility does not mean you don't hold
people accountable or have firm,
sometimes difficult, conversations.

It often **requires** firm, sometimes
difficult, conversations,





even if you're mad.

even if you don't like someone

even if you could make someone else laugh.

even if you don't understand.

even if you disagree.

even if you are 100% right.

even if _____.



**TREAT OTHERS THE WAY THEY WANT
TO BE TREATED. FIND OUT WHAT
'RESPECT' MEANS TO OTHERS.**

”

**BE BRAVE ENOUGH
TO SUCK
AT SOMETHING NEW**

unknown

Before You
Hug Me



DON'T

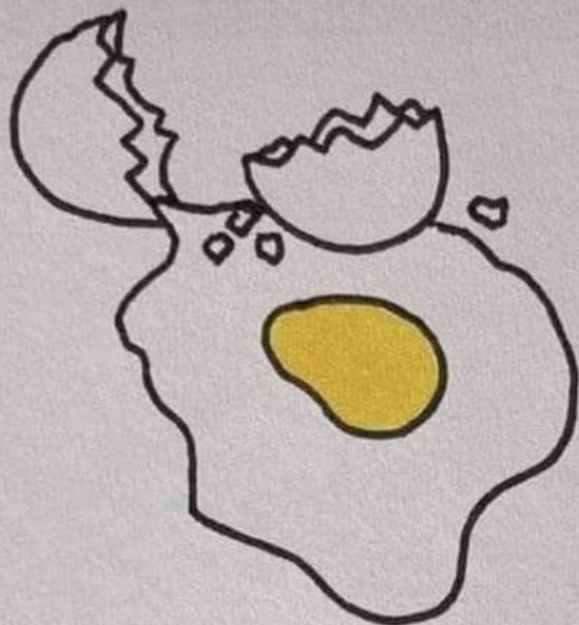
doodabobs

Don't make excuses for people

Impact ≠ Intent

What you meant
doesn't absolve you
of responsibility





☒ I MEANT WELL.

☒ THAT WAS NOT MY INTENT.

☒ I BROKE THE EGG.

© FELT TIP FEELINGS

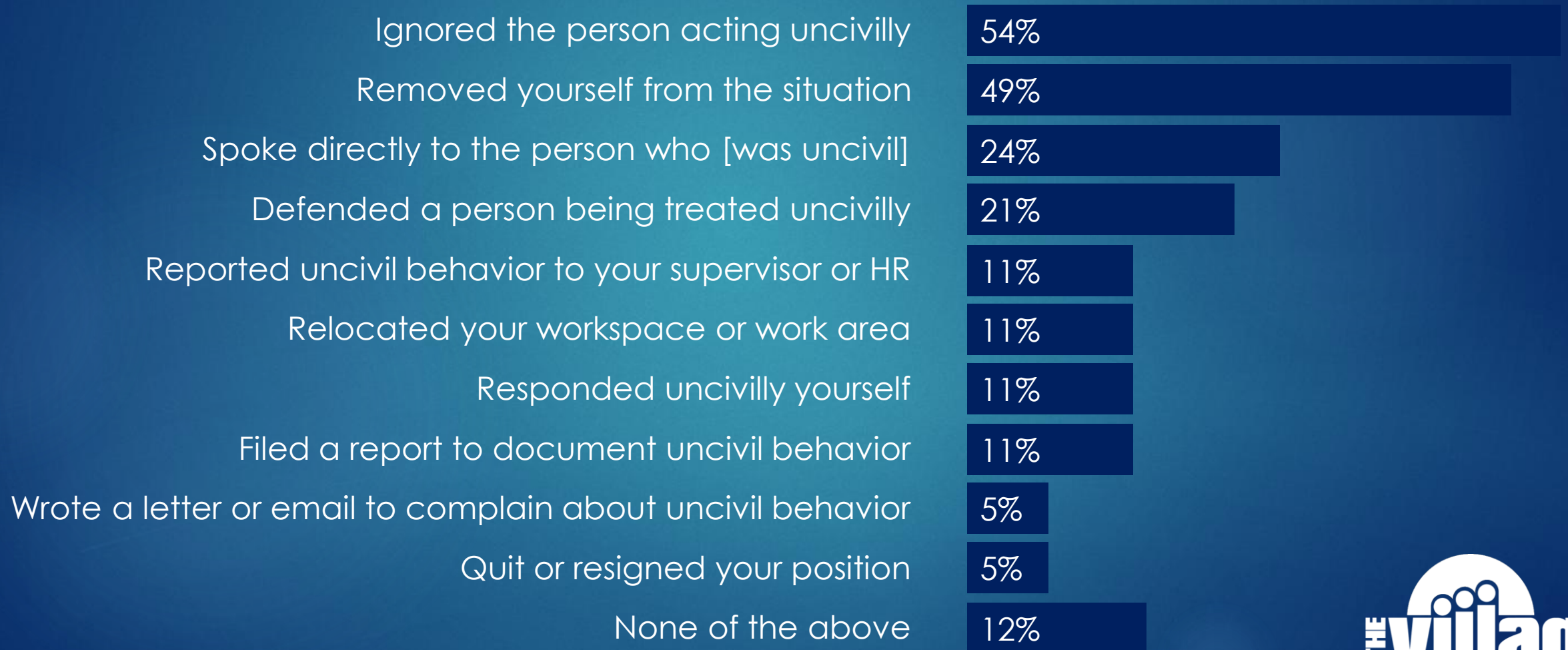
I'm sorry

Be an Upstander, Not A Bystander

Action Taken the Last Time [I] Experienced Incivility at Work

(among employed Americans with coworkers and experienced incivility at work)

Be an Upstander, Not A Bystander



Don't call people out.

issue a direct challenge to someone about something they've said or done, usually in public and with the intent of exposing the person's wrongdoing to others.

Do call people IN.

Have a respectful conversation about why a behavior, statement, attitude is offensive, off-putting, rude, inappropriate...

Be curious

Arguments always begin
with an answer in mind.

Conversation begins with a question .

A statement with a question mark at the end is not a question.

CULTIVATE 3 POSSIBILITIES

You might be wrong

You might not know

The other side might
not be all bad



“ If they respect you, respect them. If they disrespect you, still respect them. Do not allow the actions of others to decrease your good manners, because you represent yourself, not others.

- MOHAMMAD ZEYARA

But I have rights...



“Don’t I have a right to swing my arm?”

Rights are not a free pass

“Yes, but your right to swing your arm ends where my right not to have my nose struck begins.”





I see you.

I accept that you are different from me.

I won't get in your way or make things hard for you.

Thank You!

Please complete this survey, we appreciate your feedback!



<https://www.surveymonkey.com/r/WS5VQVF>



CONTACT US



1-800-627-8220



www.VillageEAP.com



swilliams@TheVillageFamily.org

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