

At the start of 2024, SHRM launched the Civility Index to gauge the current climate of civility across the U.S. This pulse report is part of a continuous effort to track and understand trends in civility within U.S. society and workplaces.

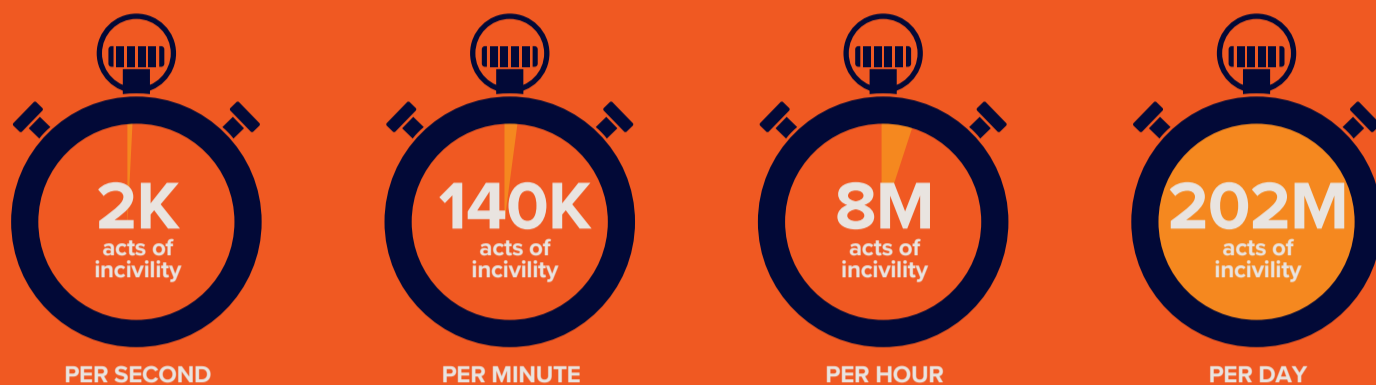
CIVILITY INDEX SCORE

The current SHRM Civility Index score is **45.6**, marking a **three-point increase** since the May 2024 findings. This score indicates that incivility continues to be prevalent in the daily lives of U.S. workers. The rise underscores an urgent call to action for businesses and individuals to actively work toward preventing the escalation of incivility and to lead with empathy and respect.



INCIVILITY IS ON THE RISE

U.S. workers are experiencing more daily acts of incivility in their everyday lives.



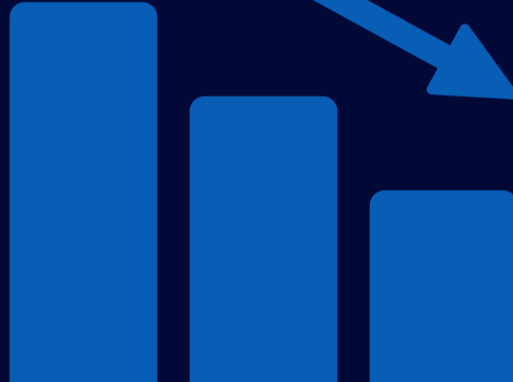
THIS MARKS A 17.4% INCREASE SINCE SHRM'S MAY 2024 FINDINGS.

THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses.

\$2,038,416,290

THE COLLECTIVE DAILY LOSS BY U.S. ORGANIZATIONS FROM REDUCED PRODUCTIVITY AND ABSENTEEISM DUE TO INCIVILITY



INCIVILITY + THE WORKPLACE

Incivility is saturating workplaces. Is your organization equipped to handle it?

57

57% OF DAILY ACTS of incivility occur in the workplace.

62

62% OF U.S. WORKERS agree that a manager has ignored acts of incivility in the workplace.

66

66% OF WORKERS believe that their manager cares more about business objectives than how people are treated in the workplace.



BREAK THE CYCLE

Workers who experience incivility in their everyday lives commit **over twice as many uncivil acts** than workers who do not.

Breaking this cycle is **crucial** for fostering a more respectful and productive work environment.

WHAT FUELS THE FIRE?

Key drivers of workplace incivility identified by U.S. workers:



DISAGREEMENTS ON SOCIAL ISSUES



GENERATIONAL GAPS



THE DIRECTION OF U.S. SOCIETY



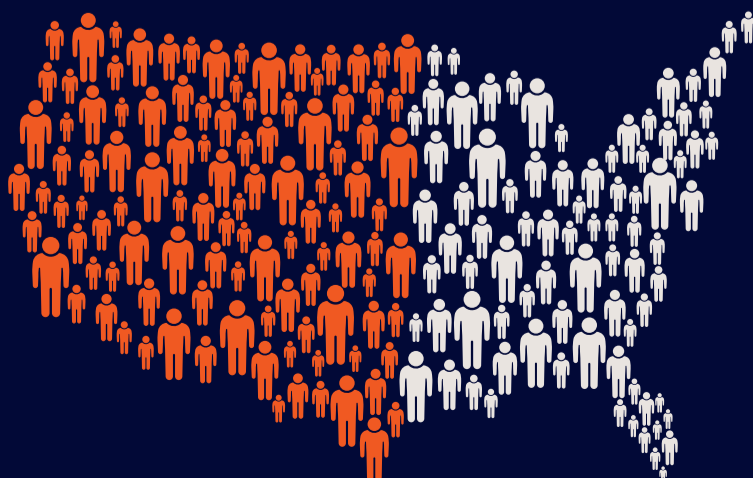
POLITICAL VIEWPOINTS



RACIAL OR ETHNIC DIFFERENCES

MORE THAN HALF OF U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL

In the current political climate, it's our collective duty to foster workplaces that prioritize civility and respect. We may not always see eye to eye, but we can be champions of civility and work together to end the cycle, one conversation at a time.



Source: SHRM Civility Index, August 2024.

From May 24 to June 4, 2024, SHRM surveyed 1,618 U.S. workers to assess their experiences and observations of incivility in daily life and at work. The data is weighted to reflect the broader U.S. workforce.



shrm.org/civility