

“

Managing micro-incivilities
in the workplace

”

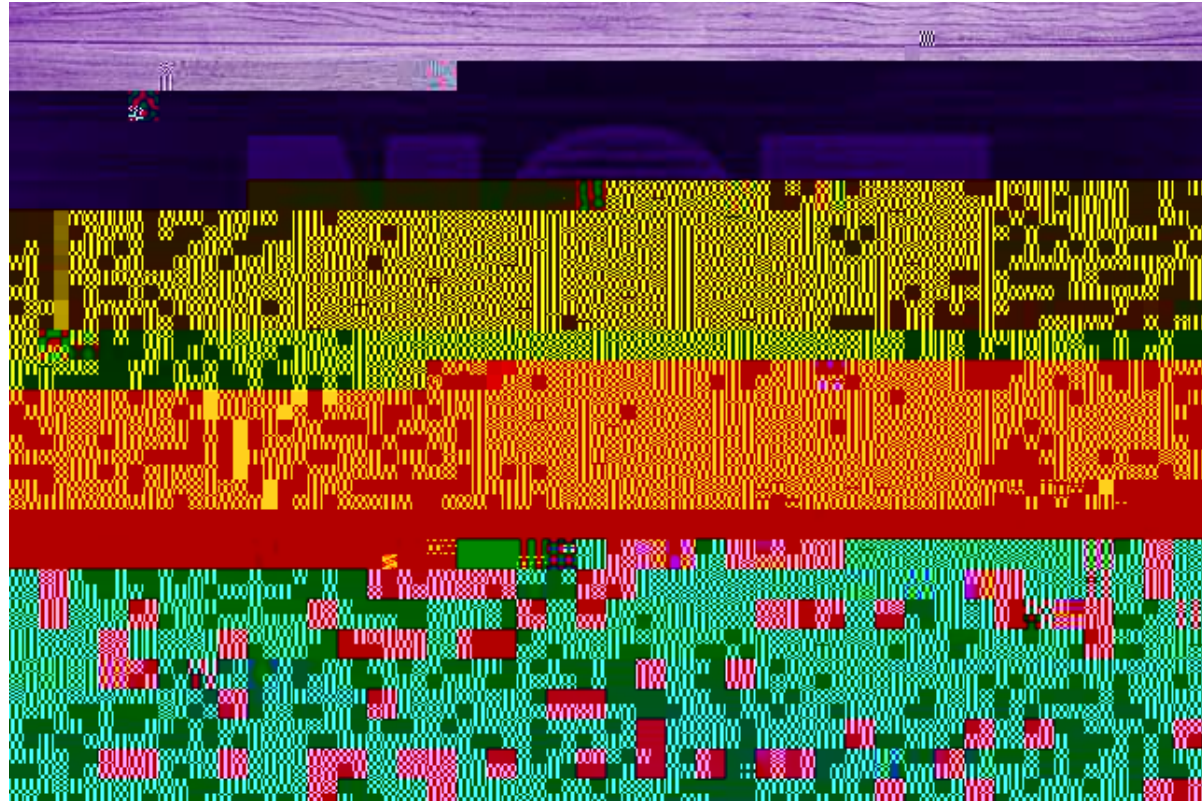


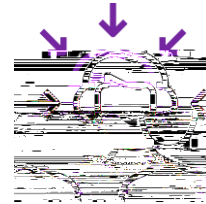
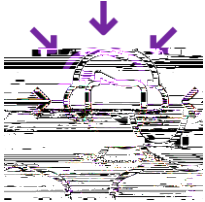
Interaction menu overlay with icons for:

- Dislike (thumbs down)
- Like (thumbs up)
- Clap (hands)
- Gift (gift box)
- Timer (clock)

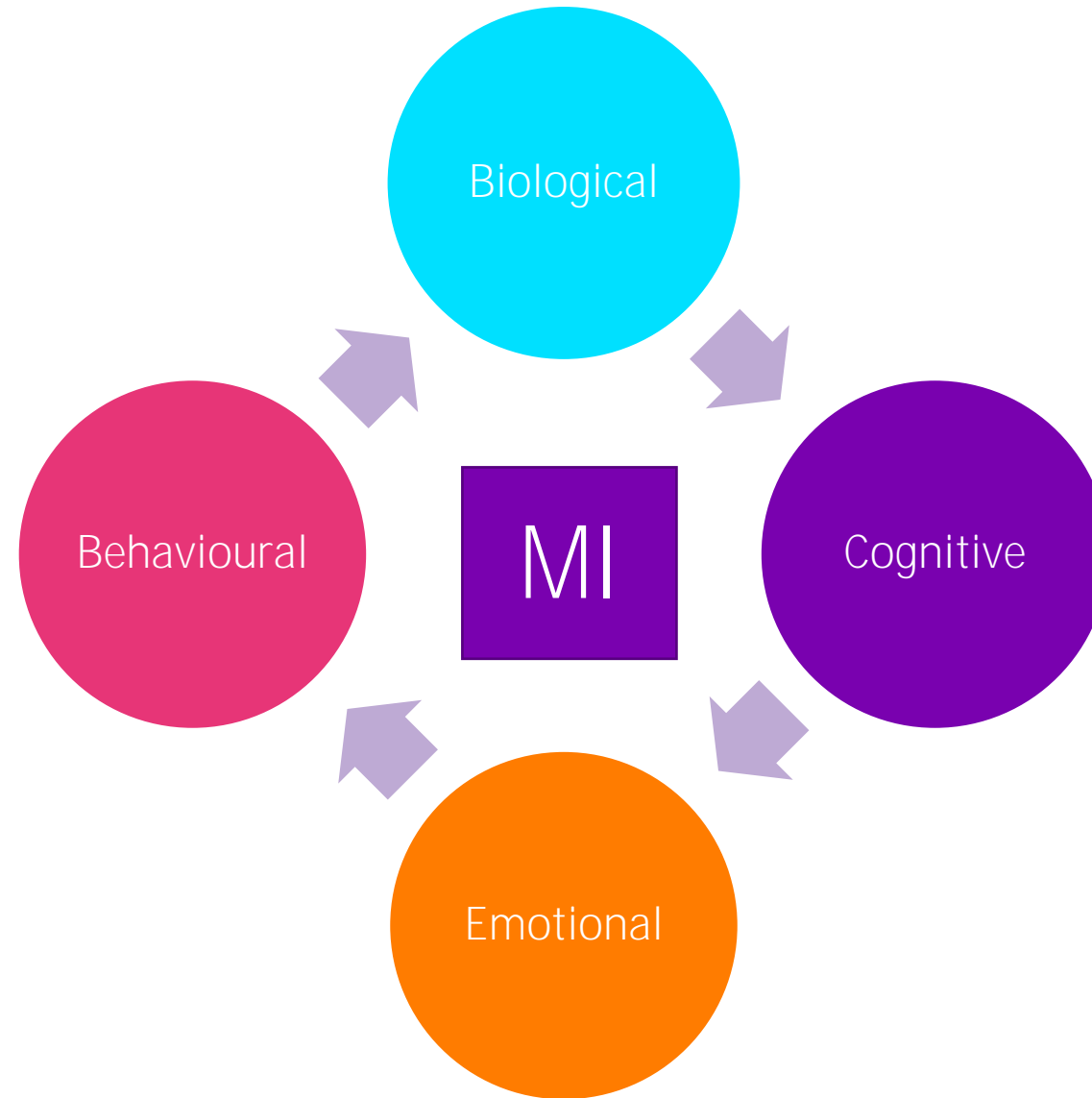
Bottom row of icons:

- Hand icon (labeled "Paise Hand")
- Checkmark icon (labeled "Like")
- Red X icon (labeled "Dislike")
- Double left arrow icon (labeled "Previous")
- Double right arrow icon (labeled "Next")
- Speech bubble icon (labeled "Comment")

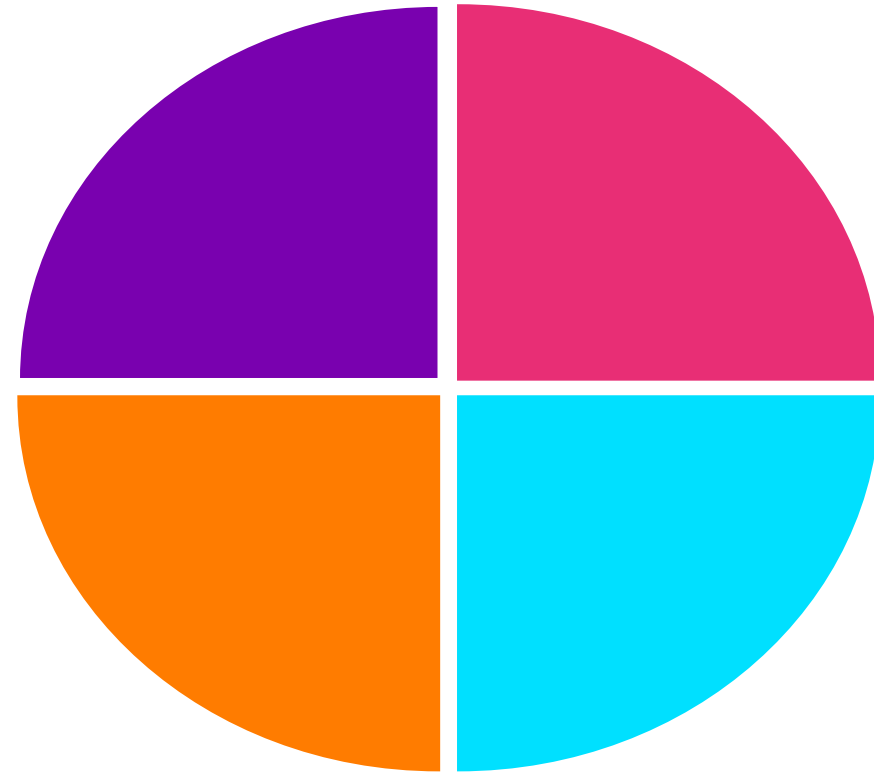




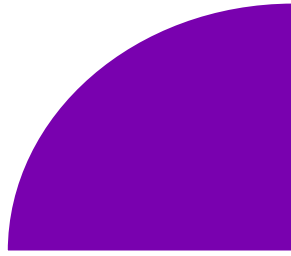














Eyes
Body language
Acknowledgement
Time and attention

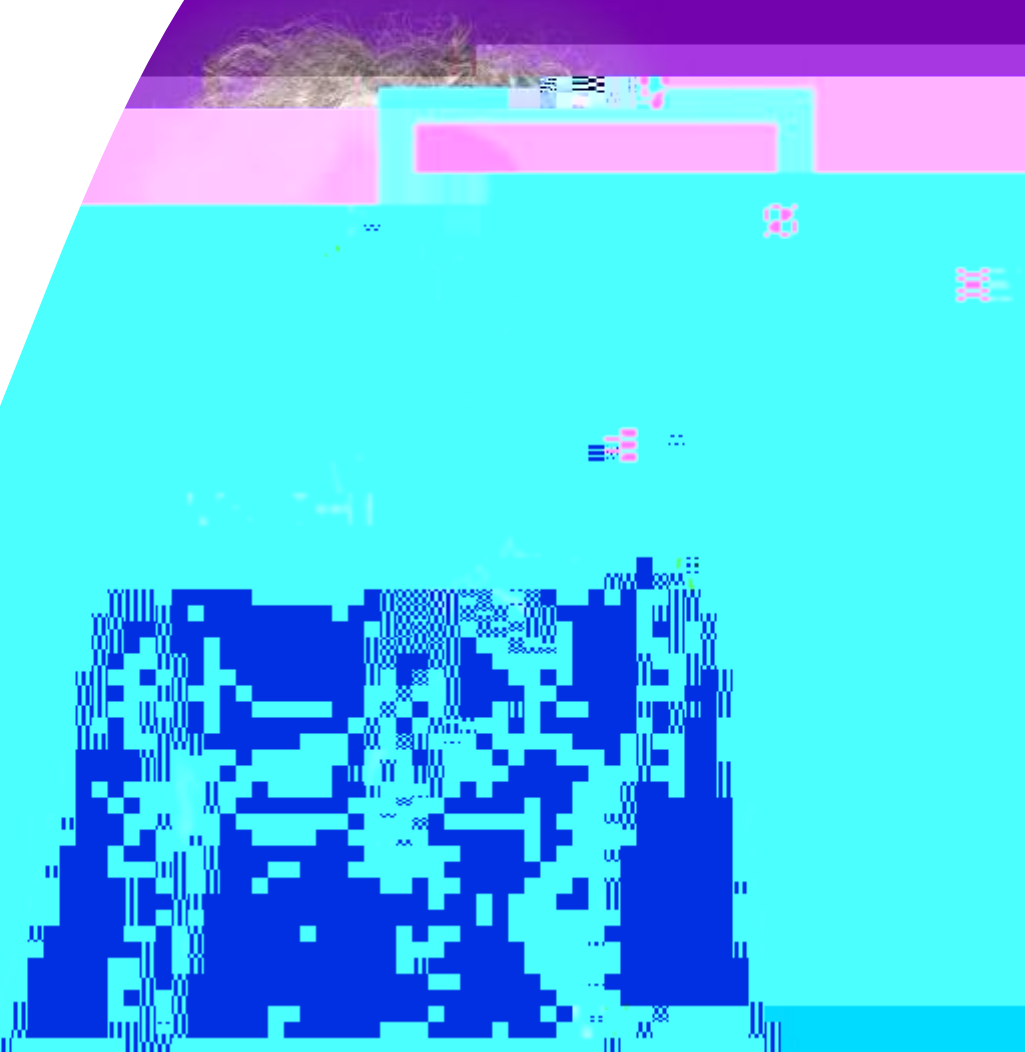
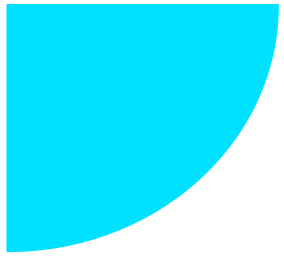


Involving
Encouraging
Inviting
Building



Remembering (name, details)
Recalling (contribution)





ask Questions: Curious exploration

carefully Listen: Active, open listening

tell what you've observed: behaviour

impact exploration: ask for impact

own your thoughts: Share view

next steps: what would you like happen



