



Jim Link, SHRM-SCP
CHIEF HUMAN RESOURCES OFFICER

“More civil organizations
produce better business
results and better
outcomes.”





BETTER WORKPLACES
BETTER WORLD™

CIVILITY INDEX

— Q3 2025 —

INCIVILITY REMAINS A COMMON OCCURRENCE

U.S. workers are experiencing more daily acts of incivility



PER SECOND



PER MINUTE



PER HOUR



PER DAY

THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses

\$2,142,325,432

**THE COLLECTIVE DAILY LOSS FROM
REDUCED PRODUCTIVITY & ABSENTEEISM**



AN AVERAGE DAILY INCREASE OF NEARLY
\$75 MILLION COMPARED TO Q2 2025

TOP 5 CONTRIBUTORS TO WORKPLACE INCIVILITY



**RACIAL OR ETHNIC
DIFFERENCES**



**POLITICAL
VIEWPOINTS**



**GENERATIONAL
DIFFERENCES**



**CONCERNS ABOUT
IMMIGRATION POLICY**



**SOCIAL
ISSUES**

6 IN 10 U.S. WORKERS BELIEVE OUR SOCIETY IS UNCIVIL



Visit
SHRM.ORG/CIVILITY
For more insights

Source: SHRM Q3 2025 Civility Index, August 2025

SHRM® Civility Starter Kit:

- ✓ Civility Scorecard
- ✓ 2025 Q3 Civility Index
- ✓ Political Conversations Playbook
- ✓ Cards Against Incivility
- ✓ 5 Steps for Encouraging Civil Conversations at Work
- ✓ Workplace Civility Handbook



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2025 EMPLOYEE BENEFITS SURVEY



Reports over **220 unique individual benefits** highlighting emerging perks employers can use to differentiate their benefits packages:

- ✓ New leave policy types
- ✓ New SECURE Act 2.0 provisions
- ✓ Modern health benefits such as GLP-1 drug coverage
- ✓ Access to artificial intelligence tools

