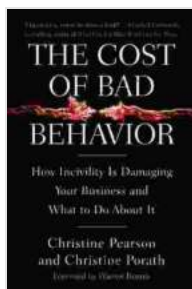


The Incivility Crisis: How Rudeness Is Damaging Your Business and What You Can Do About It

Incivility is on the rise in workplaces across the globe, and it's costing businesses dearly. A recent study by the University of California, Berkeley found that incivility can lead to decreased productivity, increased absenteeism, and higher turnover rates. In addition, incivility can damage morale and create a hostile work environment.



The Cost of Bad Behavior: How Incivility Is Damaging Your Business and What to Do About It by Christine Porath

★★★★☆ 4.4 out of 5

Language : English
File size : 1532 KB
Text-to-Speech : Enabled
Screen Reader : Supported
Enhanced typesetting : Enabled
Word Wise : Enabled
Print length : 252 pages



What is incivility? Incivility is defined as "behavior that is rude, disrespectful, or disruptive." It can include anything from making snide remarks to interrupting colleagues to engaging in physical altercations. Incivility can be intentional or unintentional, but it always has a negative impact on the workplace.

The Causes of Incivility

There are a number of factors that can contribute to incivility in the workplace, including:

- **Stress:** When employees are under a lot of stress, they may be more likely to lash out at their colleagues.
- **Lack of respect:** When employees do not respect each other, they may be more likely to engage in uncivil behavior.
- **Poor communication:** When communication is poor, misunderstandings can occur, which can lead to incivility.
- **Lack of leadership:** When leaders do not set a good example of civil behavior, employees may be more likely to engage in uncivil behavior themselves.

The Consequences of Incivility

Incivility can have a number of negative consequences for businesses, including:

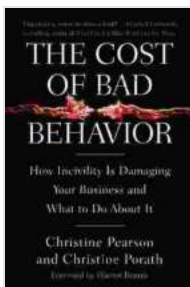
- **Decreased productivity:** When employees are treated with disrespect, they are less likely to be productive.
- **Increased absenteeism:** Employees who are subjected to incivility may be more likely to take sick days or leave the company altogether.
- **Higher turnover rates:** Employees who are subjected to incivility are more likely to quit their jobs.
- **Damaged morale:** Incivility can create a hostile work environment that can damage morale and make it difficult for employees to do their jobs.

What You Can Do About Incivility

If you are experiencing incivility in your workplace, there are a number of things you can do to address the problem.

- **Talk to your boss:** If you are experiencing incivility from a coworker, talk to your boss about the problem. Your boss can help mediate the situation and create a more civil work environment.
- **Set boundaries:** Let your coworkers know that you will not tolerate incivility. If someone is being rude or disrespectful to you, tell them that their behavior is unacceptable.
- **Be a role model:** Be a role model of civil behavior yourself. Treat your coworkers with respect and kindness, and they will be more likely to treat you the same way.
- **Promote a positive work environment:** Help create a positive work environment where incivility is not tolerated. Get involved in company events and activities, and encourage your coworkers to do the same.

Incivility is a serious problem that can have a devastating impact on businesses. However, by understanding the causes and consequences of incivility, and by taking steps to address the problem, you can create a more civil and productive workplace.



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