

# THE PRICE OF RUDENESS AT WORK (AND WHAT TO DO ABOUT IT)

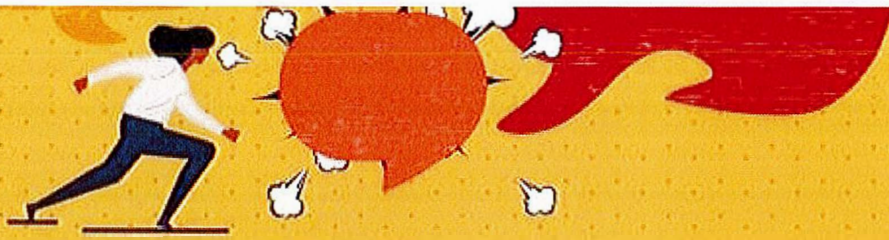
THROUGH A POLL OF 800 MANAGERS AND EMPLOYEES IN 17 INDUSTRIES, THE FOLLOWING WAS FOUND FOR THOSE WHO'VE BEEN ON THE RECEIVING END OF INCIVILITY.

- 48% intentionally decreased their work effort.
- 38% intentionally decreased the quality of their work.
- 80% lost work time worrying about the incident.
- 66% said that their performance declined.
- 78% said that their commitment to the organization declined.
- 25% admitted to taking their frustration out on customers.



*Adapted from*  
The Price of Incivility by Christine Porath and Christine Pearson.



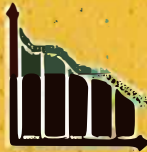


## EFFECTS OF INCIVILITY

- Creativity suffers.



- Performance and team spirit deteriorate.

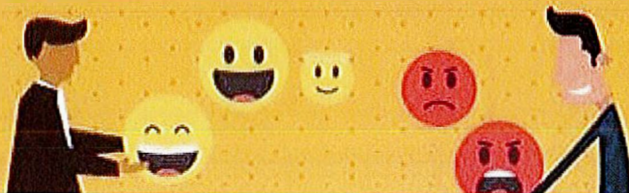


- Customers turn away.



## WHAT YOU CAN DO

- Start a dialogue with your team and create team norms.
- Take ownership of these norms, such as arriving on time and ignoring e-mail during meetings.
- Adopt something like “the 10/5 way”: If you’re within 10 feet of someone, make eye contact and smile. If you’re within 5 feet, say hello.
- Reward good behavior and penalize bad behavior.



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