

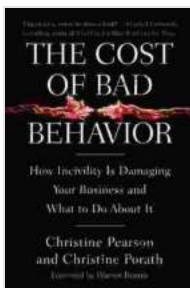
# How Incivility Is Damaging Your Business And What To Do About It

Incivility is defined as "a lack of courtesy or politeness." It can include behaviors such as rudeness, disrespect, and hostility. Incivility is not the same as bullying or harassment, but it can be just as damaging to the workplace.

Incivility can have a significant impact on your business. It can:

- Damage morale
- Reduce productivity
- Hurt customer service
- Increase employee turnover
- Create a hostile work environment

There are many factors that can contribute to incivility in the workplace, including:



## 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

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Print length : 252 pages



- Stress
- Competition
- Lack of respect
- Poor communication
- Lack of leadership

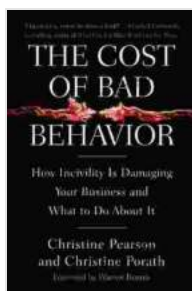
If you are experiencing incivility in the workplace, there are several things you can do to stop it:

- **Speak up.** Don't be afraid to speak up if you are being treated disrespectfully. Let the other person know that their behavior is unacceptable.
- **Set boundaries.** Let others know what behaviors you will and will not tolerate.
- **Be respectful.** Even when you are dealing with someone who is being disrespectful, try to remain calm and respectful.
- **Don't retaliate.** It is important to avoid retaliating against someone who has been disrespectful. This will only make the situation worse.
- **Report the behavior.** If you are unable to resolve the issue on your own, you should report the behavior to your supervisor or HR department.

Leaders can play a key role in preventing incivility in the workplace. Here are some things that leaders can do:

- **Set a positive example.** Leaders should set a positive example by being respectful and courteous to others.
- **Create a culture of respect.** Leaders should create a culture of respect where everyone is treated with dignity.
- **Encourage open communication.** Leaders should encourage open communication so that employees feel comfortable speaking up if they are being treated disrespectfully.
- **Hold people accountable.** Leaders should hold people accountable for their behavior. This includes disciplining employees who engage in incivility.

Incivility is a serious problem that can damage your business. It is important to take steps to stop incivility and create a more respectful and productive workplace.



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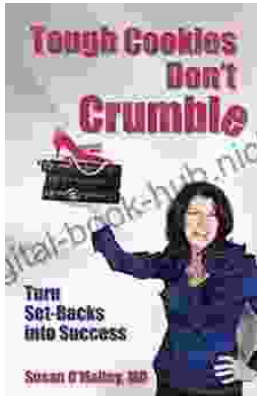
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