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workforce in short incivility kills helpfulness and collaboration in experiments i ve found that when employees are exposed to rudeness they are three times less likely to help others and their willingness to share drops by more than half what is workplace incivility workplace incivility occurs when an employee is disrespectful or rude to others in the workplace it s usually less intense than workplace bullying but has the possibility of turning into bullying if it s not addressed by a manager incivility is mistreatment that may lead to disconnection breach of relationships and erosion of empathy within the work context incivility entails the violation of workplace norms for mutual respect such that cooperation and motivation may be hindered broadly incivility was first defined by anderson and pearson as negative behaviors with low intensity and unclear intention that damage the targeted person some of the terms used to describe incivility are lateral violence disruptive behavior abuse conflict bullying and aggression understanding civility incivility civility means a great deal more than just being nice to one another it is complex and encompasses learning how to connect successfully and live well with others developing thoughtfulness and fostering effective self expression and communication civility includes courtesy politeness mutual respect incivility is on the rise fueled by factors such as widening political divides and less than social behavior on social media platforms while uncivil behavior takes an emotional toll on people workplace incivility refers to low intensity deviant behavior with ambiguous intent to harm the target in violation of workplace norms for mutual respect uncivil behaviors are characteristically rude and discourteous displaying a lack of regard for others anderson pearson 1999 p 457 the cost of bad behavior how incivility is damaging your business by christine pearson ph d thunderbird professor of global leadership the corporate world has an incivility problem and it s getting worse pearson and porath define incivility as the exchange of seemingly inconsequential inconsiderate words and deeds that violate conventional norms of workplace conduct they note that incivility is a subjective phenomenon that ultimately comes down to how a given action makes a person feel

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