Question of the Week – December 9, 2018

Sedona Management

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INCIVILITY IS CONTAGIOUS

INCIVILITY: It is estimated that incivility at work has doubled in the last two decades. Recipients of uncivil behavior eventually do pay it forward so rudeness and condescending acts for example begin to be perceived as normal. But, incivility does negatively impact job performance and organizational outcomes so why are more people embracing this destructive and divisive behavior? By A. Corral

Leader Talking Points

Opportunity: Team-Building Activity
a.   Ask team members for examples of incivility outside of work.
    1)   Church: Someone refuses to acknowledge you right in the open to the dismay of others.
    2)   Doctor's Office: Staff is rude to patients.
    3)   Airplane: Passenger behind you continues to kick the back of your seat.
    4)   Other.

Discussion Points
a.   Ask your team for examples of incivility in the workplace.
    1)   Co-Workers: Sarcasm displayed after input/feedback is given on a business issue.
    2)   Senior Manager: Condescending comments about team performance.
    3)   Meetings: Put-downs become the norm.
    4)   Other?

b.   Ask your team for ideas on how to deal with incivility.
    1)   Call-It-Out: Speak up and explain how behavior does not match company's values.
    2)   Definition: Team agrees on definition of uncivil behavior.
    3)   Other?

Team Challenge Activity
a. Ask the team to offer one or two areas where incivility is an issue.
    1)   Example: Identify one or two specific uncivil behaviors and it's impact on team performance.
    2)   Solicit ideas on how to return to good manners.
    3)   Ask for a volunteer to take the lead to work with the manager and team on the selected opportunities and report back to team on next steps.