

CIVILITY AND BULLYING

NACM Midyear Conference, Savannah, GA
February, 10 2014

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Civility and Bullying

- Civility- is treating people with dignity and respect. It is showing courtesy and amiability to others by our behavior. Civility is being polite, kind, and decent to others.

Civility Matters!

Civility is connecting with and including all. It is fairness and equitable treatment of everyone. It is the acceptance and respect of human life.

Civility and Bullying

- Bullying- Repeated, aggressive behavior intended to harm another person physically or mentally. It involves irrational, humiliating, or threatening of others.

Statistics on Bullying

- 13% of U.S. workers are being bullies
- 1 in 3 employees have experienced bullying at some point in their work lives.
- 49% of American workers have been affected by workplace bullying.
- 20% of workplace bullying results in harassment.
- 60% of workplace bullies are men
- 70% of women bullies tend to bully other women.
- 50% of workplace bullying victims are women.

Statistics on Bullying

- 57% of the workplace bullying victims are women 43% are men
- 51% Hispanics, 46% Blacks, 33% Whites , and 30% are Asians
- 57% of Asians, 49.7% of Whites, 32.2% of Hispanics, and 23.4% of Blacks never experienced or witnessed mistreatment.

Dollar Cost of Workplace Bullying

Estimated to be about 50 billion dollars a year.

This includes the following:

- Absenteeism
- Labor turnover
- Loss of productivity
- Legal and medical cost

Impact of Lack of Civility and Consequences of Bullying:

1. Can lead to workplace violence
2. Lack of high productivity
3. High absenteeism and tardiness
4. Dysfunctional workplace which becomes a Hostile Environment.
5. Poor Performance
6. Negative effects on health
7. Poor customer satisfaction
8. High Equal Employment Opportunity Complaints

Impact of Lack of Civility and Consequences of Bullying:

9. Lack of Professionalism
10. Conflict and poor problem solving
11. Lack of a safe and secure workplace
12. Low motivation and passion for the work
13. Overall mission does not meet or exceed the expectations of the organization

Examples of Incivility and Bullying

1. Yelling, screaming, and hollering at employees
2. Verbal and non verbal put downs and insults
3. Retaliation against a person
4. Encouraging a person to quit their job
5. Gossip
6. Constant criticizing and verbally abusing others
7. Not including others in decisions, meetings, or other work related activities

Examples of Incivility and Bullying

8. Falsely accusing others of errors they did not make
9. Discounting the persons ideas, feelings and suggestions
10. Encouraging others to turn against a person and ganging up on that person
11. Publicly ridiculing others
12. Creating hostile work environment
13. Discrimination of any kind
14. Harassment of any kind

Strategies for a Positive Work Environment

1. Leaders should set the tone of civility
2. Leaders should not tolerate uncivilized or bullying behavior from anyone
3. Hold everyone accountable
4. An attitude that demonstrates that everyone is an asset and everyone matters
5. Have a written policy that clearly outlines the consequences of not being civil or being a bully
6. Hold managers accountable for not addressing a workplace that is not civil
7. Training for all employees