

**DR. CLARA
WAJNGURT**

BULLYING
PREVENTION
CONSULTING.COM

NEWSLETTER: November 2018

Website: www.bullyingpreventionconsulting.com

Email: bullyingpreventionconsulting@gmail.com

The Difference Between Bullying and Incivility In The Workplace



Incivility has been defined by Porath and Pearson (2013) as the 'exchange of seemingly inconsequential and inconsiderate words and deeds that violate conventional norms of workplace conduct.' Incivility deals with disrespect, discourteousness, and being ill-mannered towards others. Uncivil behaviors are characteristically rudeness and a lack of regard for others.



Workplace bullying overlaps with workplace incivility but is more intense and repeated. A negative escalation of increasing incivility can lead to workplace bullying, but isolated acts of incivility are not really workplace bullying behaviors. Bullying deals more with an imbalance of power, and the target of bullying behaviors feels threatened, defensive and vulnerable in the bullying situation. In workplace bullying there must be a target, it must appear harmful, and must be repeated.

Bullying is often addressed with a workplace bullying prevention policy and incivility is addressed through a policy or code of conduct. Bullying deals with a target or a group--while incivility is just being mean to everyone.

In incivility the behaviors are similar but they are lower grade than bullying. Both workplace bullying



and workplace incivility can destroy one's work environment and should not be tolerated in the workplace.

Sound familiar?



You know the less dealings you have with such "toxic employees" the better it is for you emotionally and physically. But sometimes you have to deal with such colleagues. According to Bush (2017) a toxic employee is someone who has a "pervasive and ingrained pattern of dysfunctional thoughts and feelings that contribute to behaviors that are destructive not only for themselves but for others. Often employees who exhibit toxic behaviors are not aware of their negative behaviors and its impact on others. Sometimes if the "toxic employee" is okay about it- confronting them in a constructive manner like "It's not helpful to say all of you are annoying" can be viewed positively by the colleague exhibiting such behaviors. But sometimes such co-workers may react defensively-like "I never said this." Even if they view your statement as critique about themselves, the co-worker can resort to bullying the person(s) who expressed this critique... and sometimes the bullying may have to do with the co-workers' position in the company.

Some examples of incivility include:

- Losing your temper and yelling at someone
- Back stabbing
- Withholding information
- Sabotaging a project
- Not listening
- Giving someone on the job a 'dirty look'
- Interrupting others
- Waiting impatiently over someone's desk to gain their attention
- Speaking in a condescending tone
- Disrupting meetings
- Disrespecting your co-workers comments especially on the basis of race, religion, gender, etc. *(This is workplace discrimination)*



Incivility can affect the workplace:

- ✓ *Increasing employee turnover*
- ✓ *Increasing numbers of complaints and grievances*
- ✓ *Diminished productivity*
- ✓ *Poor leadership*
- ✓ *Inability to adapt to change effectively*
- ✓ *Lack of accountability for staff*

One can see the examples and effects of incivility are a subset of the examples and effects of workplace bullying. In workplace bullying there is more damage.





Statistics

Porath and Pearson (2013) surveyed managers and employees in various occupations who were targets of uncivil behavior and found the following:

- 48%** intentionally decreased their work effort
- 47%** intentionally decreased the time spent at work
- 80%** lost time worrying about the uncivil behavior that occurred
- 63%** lost work time by thinking about how to avoid the person who raised the uncivil remarks
- 78%** said their commitment to their workplace declined
- 12%** said they left their job because of the uncivil treatment
- 25%** admitted to taking their frustration out on other co-workers.



In a blog or newsletter we will discuss how to deal with incivility in our workplaces environments

Clara Wajngurt, Ph.D.

Next Newsletter

If you'd like to write a contribution for this newsletter please send to:
bullyingpreventionconsulting@gmail.com

Website: www.bullyingpreventionconsulting.com

Email: bullyingpreventionconsulting@gmail.com

If you would like more information on workplace bullying or our services visit: www.bullyingpreventionconsulting.com or write to me at bullyingpreventionconsulting@gmail.com.
#coaching #stopbullying #workplacebullying #bullyingprevention #bullying #coaching #stopbullying #workplacebullying #toxic #toxicbehavior #bullyingprevention #bullyingeduc #cyberbullying #stopbullyingnow #antibullying #civility #accountability #employee #clarawajngurt #toxicemployee #nurse #college #academia #coporatebullying