



## Safety Tip: Incivility in the Workplace

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According to a recent study co-authored by Michigan State University, lack of civil behavior on the job can cause you to experience mental fatigue and slow response. When an employee experiences rude behavior, such as sarcasm and put-downs, not only does the recipient feel mentally fatigued but “researchers found that “incivility spirals” – when acts of incivility lead to subsequent acts of incivility” – which can occur unintentionally.

“People who are recipients of incivility at work feel mentally fatigued as a result. This mental fatigue, in turn, led them to act uncivil toward other workers. In other words, they paid the incivility forward”, says Russell Johnson, associate professor of management at Michigan State University. “According to estimates, workplace incivility has doubled over the past two decades and has an average annual impact on companies of \$14,000 per employee due to loss of production and work time.”



The top 4 ways an employee can become injured on the job is through human error:

1. Fatigue
2. Rushing
3. Frustration
4. Slip, trip and fall on the same elevation while walking

To help reduce the incidence of workplace incivility, provide clear feedback to employees regarding the types of behaviors that are desired, help improve the type of feedback during day-to-day interactions and provide open discussions about workplace incivility during a performance review process.

*Source: [www.msutoday.msu.edu/new/2016/how-incivility-spreads-in-the-workplace/](http://www.msutoday.msu.edu/new/2016/how-incivility-spreads-in-the-workplace/)*