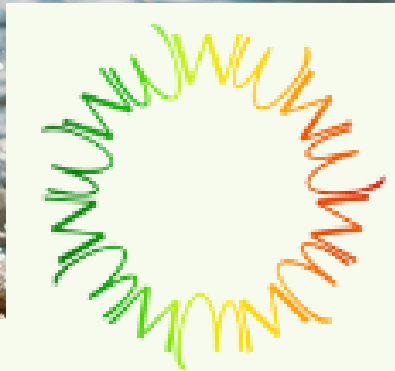# WeeklyWisdom

Grow the Green for You and Your Team

"Civility is the art and act of caring for others." -- Deborah King

Reducing Rudeness @ Work

Maybe it's increased stress or that we all need a vacation. We've heard concerns about incivility at work lately.

We can't ignore it, says Christine Porath, author of *Mastering Civility*. It damages relationships, increases stress and can harm our health. It impacts our creativity and problem-solving abilities. Research indicates it leads to medical errors, even patient deaths.

Rude behaviors include ignoring people, walking away from conversations, mocking and belittling people, pointing fingers when things go wrong ... You know what it looks like.

People who are kind are "seen as more warm and collaborative." They're admired as leaders and are better able to cope with challenges. Kind leaders reduce emotional exhaustion in others.

The good news is that kindness is contagious. If you smile, are attentive in conversations, and are generally kind, it is reciprocated by those around you. It even spreads to your unit or organization.

Some of us are rude without realizing it. You can take Porath's **Civility Assessment** to check.