

## Work incivility - harm beyond professional competencies

Work incivility has been tested in the marketing department at Rademacher Geräte Elektronik GmbH. 5 employees in total were exposed to different scenarios. The results have been recorded. The execution was as followed:

- A Observations of department
- B Civility - incivility comparison
- C Civility recommendations
- S Conclusion

## Rademacher Geräte Elektronik GmbH



Embry-Riddle

## Discovery Day

Some things you need to know about it.



[www.rademacher.de](http://www.rademacher.de)

[commons.erau.edu/discovery-day](http://commons.erau.edu/discovery-day)

## What is work incivility?

The interpersonal mistreatment at work often occurs in the presence of others. It involves low intensity deviant acts with ambiguous intent to harm the target. The interpersonal mistreatment can be associated with acts such as bullying, harassing, tyranny, aggression, and violence. Uncivil behaviors are characteristically rude and discourteous, displaying a lack of regard for others.

## Civility - incivility comparison

The next table explains the most significant test results using days Monday, Wednesday, and Friday.

Civility	Incivility	
45	41	✓
47	25	⊖
48	16	⊗

## Week 1 Civility tests

During the first week the employees have been exposed to a working atmosphere where mutually respect was present. Compliments were occasionally given and personal conversations were part of the daily routine.

**Productivity was tested by the amount of tasks accomplished per day**



## Week 2 Incivility tests

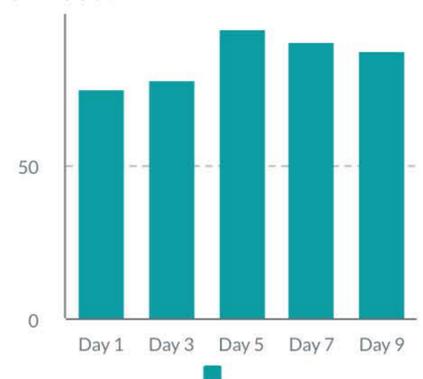
During the second week, employees were exposed to a rather rude and mean atmosphere, where bad comments were occasionally recorded. Productivity was recorded and results are portrayed to the left.

**Incivility severely harmed productivity!**



## Week 3 Civility recommendations

After successfully showing that incivility severely endangers the productivity of employees, I wanted to know what the peak amount of civility (giving compliments) is to increase productivity in situation of need.



5 compliments per day for Rademacher GmbH recorded the highest productivity of 95%



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