

Examples of Incivility in the Workplace

1. Failing to return phone calls, voice mails, or e-mails.
2. Using profane, abusive, vulgar, or harassing language.
3. Berating or criticizing people in public.
4. Belittling people who are different or think differently.
5. Setting impossible deadlines for people to meet.
6. Not recognizing everyone's strengths and contributions to the team.
7. Failing to speak to others in the hallway.
8. Not keeping appointments.
9. Habitually being late for appointments and meetings.
10. Sending angry e-mails.
11. Talking negatively about others.
12. Interrupting conversations or meetings.
13. Passing along rumors or gossip.
14. Embarrassing people.
15. Yelling, fist pounding, phone slamming, spitting, throwing objects, etc.
16. Chipping away at someone's self-esteem through constant slights.
17. Using e-mail as a shield for rudeness.
18. Undermining another person's work.
19. Being unreasonable about vacation days, bereavement leave, etc.
20. Constantly making minor, irritating putdowns.
21. Addressing people in an unprofessional manner. (Example: Little Miss Lawyer Girl)

22. Ignoring others and their opinions.
23. Using poor table manners.
24. Failing to demonstrate professional telephone courtesy.
25. Telling or e-mailing jokes about race, sex, sexual orientation, etc.
26. Using a cell phone during conversations, meetings, classes, etc.
27. Having to be right all the time.
28. Failing to listen and respond effectively.
29. Spending too much time on personal phone calls.
30. Using the organization's computer for personal use.
31. Using a speaker phone without telling the person you are talking to who is also present in the room.
32. Having an offensive body odor resulting from poor personal hygiene or use of too much fragrance.