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categories, discussed below: distraction from tasks, time lost, tangible costs, legal costs, and communication breakdown.

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Download File PDF The Cost Of Bad Behavior How The Cost of Bad Behavior: How Incivility Is Damaging Your Business and What to Do About It by Christine Pearson and Christine Porath. It ' s a good read, and I recommend it. Pearson and Porath note that a lot of incivility is caused by how employment relationships are now structured.

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damage to our society on every level including our education system. Perhaps the most disturbing is the cost to the individual. Incivility and disrespect it seems actually alters your brain chemistry. "It seems that whether the snake is in the garden or in the next cubicle, flight or fight responses kick in."

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