

The Center for Work
and Family Life

University Park Campus

When: Wednesday, February 21

Where: Taper Hall (THH),
Room 101

Time: 12:00 p.m.—12:50 p.m.

Health Science Campus

When: Thursday, February 22

Where: Hoffman Medical
Research (HMR) Building,
Hastings Auditorium

Time: 12:00 p.m.—12:50 p.m.

Please RSVP with Susan
a week before the event.
Call (213) 821-0800
or email ritchey@usc.edu



The Center for Work and Family Life Presents:

Incivility in the Workplace

*What rude behavior is doing to you and your work team,
and what you can do about it.*



Do you ever feel like respect and courteous interactions at work are a dying art form? Do you find valuable work time being taken up mediating worker disputes? If so, you're not alone.

Public polls suggest that incivility, or employees' lack of regard for one another, is on the rise. And this rudeness doesn't just affect isolated individuals, it's costly to organizations too. In fact, incivility can lead to decreased productivity, performance, job satisfaction and organizational loyalty. Some employees will even leave their jobs because of it.

So what can be done about it?

Come join civility expert Christine Porath, PhD as she:



- **Reviews study findings to explain the effects of incivility on individual and organizational outcomes.**
- **Suggests ways to recognize and deal with people who are habitually rude.**
- **Shares strategies that organizations are using to effectively curtail and correct employee-to-employee incivility.**

About your speaker:



Christine L. Porath, PhD, is an assistant professor at USC Marshall School of Business. Her work related to incivility has been featured worldwide in television, radio and print outlets including The L.A. Times, The Washington Post, Boston Globe, SF Chronicle, NBC, CBS, ABC, CNN, BBC and NPR.

Her research was featured in Time, The Wall Street Journal, the Harvard Business Review, and the Stanford Social Innovation Review.

The Center for Work & Family Life

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The Center for Work and Family Life is the University's employee assistance work/life and health promotion and wellness program. We have locations on both UPC and HSC. The services offered by the Center are part of your USC benefits and there are no fees for any services. For more information regarding the range of services we offer, please visit our web site:

www.usc.edu/worklife