

ASSESSMENT

Symptoms of Viral Incivility©

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If world-scale incivilities—such as war and crime, political leaders’ public temper tantrums, professional athletes’ very unsportsmanlike conduct, over-the-top celebrity self-indulgence, rampant bigotry and racism—do not have you convinced, consider how many of the following symptoms of viral incivility you have experienced in your own home, workplace or community in the past two weeks:

- ❑ Persistent miscommunication, such as non-responsiveness, misunderstandings, arguments, withholding of information, diminished morale and/or mood, negative attitudes, lack of energy, poor engagement, lowered confidence and measurable lack of accountability
- ❑ Decreased productivity, increased lateness and laziness, reduced quality and quantity of output, diminished collaborative effort
- ❑ Increased customer service complaints, visible decrease in product and/or service standards
- ❑ Growing gap in alignment between personal or corporate goals and leadership’s abilities, lack of integrity and ethics
- ❑ Inability to adapt effectively to change
- ❑ Inability to navigate cultural and communication barriers
- ❑ Increased difficulty recruiting and hiring competent personnel
- ❑ Difficulty identifying and practicing core values
- ❑ Lowered common sense, failure to attend to social cues and follow social conventions
- ❑ Increased disengagement, difficulty maintaining relationships, less involvement in social, civic and community events

Research shows that typically social capital, self-worth, productivity, health, and certainly profitability in business settings all increase when you choose civility.