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“You must be present to win.”

“Presenteeism: the problem of workers being on the job, but not fully functioning...an example of presenteeism...an employee who suffers from depression.....is less able to work effectively.” www.medicinenet.com

Employees often share in counseling that they are upset with what happens at work. They share they worry, loose concentration and are less productive. Further, they share that when there are coworker relationship problems, the overall work environment suffers as coworkers take sides and create greater workplace conflict drama.

Research by former University of North Carolina Professor Christine Pearson, asked 775 workers about their experience of being targets of rude acts at work. The acts in question were nonphysical violations of the norms of mutual respect. The acts included receiving a demeaning note, being shouted at by a coworker, a coworker publicly undermining one’s credibility.

Twenty-eight percent (28%) of the targets of rude acts said they “lost work time avoiding the instigator”; 53% “lost time worrying about the incident”; 37% felt “that their commitment to the organization declined”; 22% “decreased their effort at work”; 10% decreased the amount of time they spent at work”; 46% “contemplated changing jobs to avoid the instigator”; 12% “changed jobs to avoid the instigator” (“Workplace Incivility Is Costly”, www.kenan-flager.unc.edu).

How people treat one another in the workplace makes a difference. A workplace culture that encourages kind and respectful communication is a creative, productive and fun place to work.

Over the last few years, many EAS newsletters have focused on enhanced communication and relationships. To further research issues of civility, caring communication, forgiveness and apology, check out the newsletters at www.EASEAP.com. Feel free to share the newsletters with others via copying or emailing.