



# EMPLOYEE ADVISORY SERVICE NEWSLETTER

Welcome to the NJ Civil Service Commission's Employee Advisory Service (EAS) Newsletter! EAS is committed to improving the quality of life for all New Jersey Civil Service employees by encouraging a good work-life balance. **The EAS Employee Newsletter** contains useful articles and information for managing various well-being and work-life issues in order to create a healthier, happier, and more productive workplace.

## Building Positive Relationships at Work

This important session will discuss the importance of workplace relationships, and identify the barriers to building strong bonds between co-workers. In addition, the presentation will cover four core strategies for maintaining great relationships to reduce conflict, improve teamwork and increase job satisfaction.

When:

Thursday, July 25th

10:00 AM - 11:00 AM ET

Register:

<https://attendee.gotowebinar.com/register/7878889617843298817>

Phone: 866-327-9133

Web: [www.state.nj.us/csc](http://www.state.nj.us/csc)

Email: [EAS\\_help@csc.nj.gov](mailto:EAS_help@csc.nj.gov)

# Cost of Workplace Incivility May Be a Rude Awakening

*Bad behavior hurts the bottom line.*

One manager carries a small, souvenir baseball bat in his back pocket as a symbol of his authority. He never brandishes it, but his boss tolerates it, which sends a message to his employees.

Employees call another manager “Black Widow” (behind her back) because she constantly berates her coworkers in front of customers. Employees warned each other that if you did something to upset her, “You’re as good as gone.” And yet there was no consequence for her behavior.

These may be extreme examples, but everyday rudeness and disrespect are too common in the workplace. Every day, colleagues fail to share credit for collaborative efforts, supervisors walk away while subordinates are talking to them, and employees repeatedly arrive late for meetings. Rudeness in the workplace takes many other forms, as well.

It’s only human for employees to respond to poor treatment at work. Demoralized employees are less productive, quit, and sometimes even sue their employer. Outside of the office, they’re sharing their personal stories of poor treatment with friends and the dozens of websites that provide forums for employees to tell the world what they are not telling their employers.

## Incivility hurts the entire organization.

Bad behavior costs businesses in terms of:

**Legal costs**—Workplace incivility is the seed from which many employee-generated lawsuits grow, including discrimination and harassment cases. In civil and respectful environments, undesirable behavior and lawsuits are less likely.

**Higher turnover**—Losing an employee costs an organization an average of 33% of that person’s annual pay<sup>1</sup>.

**Lower productivity**—Efficiency and productivity depend on teamwork, cooperation, trust, and respect, behaviors that are undermined by incivility. As a result, productivity suffers due to lost work time, reduced employee commitment to the organization, and decreased employee efforts.

Every participant in a study, conducted by the North Carolina State University<sup>2</sup>, reported having experienced rude or disrespectful behavior in the workplace. The employees who said they were mistreated reported that they

- Lost work time worrying about the incident or future interactions (53%)
- Believed that their commitment to the organization declined (37%)
- Lost work time avoiding the instigator (28%)
- Reduced their effort at work (22%)
- Decreased the amount of time that they spent at work (10%)

Of those who said they had been targets of bad behavior, more than half reduced their workload and half said they thought about quitting to avoid the situation. Another 12% actually quit, but didn’t tell their employers that rude behavior was the reason they left.

Managers cannot afford to tolerate incivility in the workplace. Senior managers should develop policies and methods of reporting such behavior. Organizations need to create environments that say, “We do not tolerate disrespectful, discriminatory, or intimidating behavior, and here is a safe way to report it.”

## Rid your workplace of rudeness.

Here are several things managers can do to minimize workplace incivility:

- In recruiting and selection, check references thoroughly, especially regarding potential patterns of incivility; make sure people match organizational goals for the desired corporate culture; and consider people skills that may be required in current or future jobs.
- In orientation and training, communicate your expectations about interpersonal behavior to all new employees; and provide sensitivity training and instruction in listening skills, stress management, and conflict resolution, if necessary.
- In evaluation, document behavior that crosses the line regarding incivility; provide feedback to instigators; and offer opportunities for subordinate and peer feedback.
- In termination or exit of an employee, have a third party present if terminating an instigator; and do not transfer people who should be fired.

When dealing with someone who doesn't treat people civilly:

- Clarify expectations regarding interactions with colleagues.
- Establish a clear code of conduct.
- Watch for patterns of incivility.
- Document incidents of incivility and note inappropriate behavior in evaluations.
- Deny instigators further influence over people if they do not improve after receiving feedback.
- Order counseling if needed.

When leading an organization:

- Actively encourage a corporate culture of openness, courtesy, respect, and inclusiveness.
- Heed warning signs of incivility.
- Recognize that such behavior can hurt the entire company.
- Do not punish the person who reports incivility.
- Do not make excuses for your managers.
- Do not transfer employees who should be fired.

### References

1. Otto, N. (2017, August 9). Avoidable turnover costing employers big. Employee Benefit News. Retrieved March 9, 2018, from <https://www.benefitnews.com>
2. Bartlett, J. & Bartlett, M. (2008). Workplace incivility: Worker and organizational antecedents and outcomes.. Raleigh, NC: North Carolina State University. Retrieved March 9, 2018, from <https://eric.ed.gov>

*Source: Schmidt, K. (Reviewed 2018). Cost of workplace incivility may be a rude awakening. Raleigh, NC: Workplace Options.*

# Respect: A Code of Ethics

*This is the code of ethics for the Direct Support Professionals (DSPs) in New York State's Office for People With Developmental Disabilities (OPWDD). However, these ethics are far-reaching and can be applied in any situation or work environment.*

I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and promote their value within communities.

Furthermore, I will do the following:

- Seek to understand the people I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Recognize and respect the cultural context (such as gender, disability, religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
- Honor the choices, preferences, abilities, and opinions of the people I support.
- Protect the privacy of the people I support.
- Interact with the people I support in a manner that is respectful to them.
- Provide opportunities for the people I support to be viewed and treated with respect and embraced as integral, contributing members of their communities.
- Promote the use of language that is respectful, sensitive, and contemporary.
- Practice positive intention and transparency in my interactions.

*Source: New York State's Office for People With Developmental Disabilities (OPWDD). (n.d.). Code of ethics for direct support professionals. Retrieved January 31, 2019, from <https://www.dol.gov/>*

## Getting To Know Your Employee Advisory Service (EAS)

We invite you to learn more about the new services provided to you and your family through EAS by attending our bi-monthly webinar orientations. Register below for the next employee session.

When: Wednesday, September 11th

Time: 2:00 PM- 3:00 PM ET

Register: <https://attendee.gotowebinar.com/register/3290129516389472259>

**World Hepatitis Day, observed on July 28 every year, aims to raise global awareness of hepatitis — a group of infectious diseases known as Hepatitis A, B, C, D, and E — and encourage prevention, diagnosis and treatment. Viral hepatitis is a major global health threat with more than 290 million people living with chronic hepatitis B and up to 150 million people living with chronic hepatitis C.**

## What is Hepatitis? An Online Q&A Published by the World Health Organization

### Q: What is hepatitis?

A: Hepatitis is an inflammation of the liver. The condition can be self-limiting or can progress to fibrosis (scarring), cirrhosis or liver cancer. Hepatitis viruses are the most common cause of hepatitis in the world but other infections, toxic substances (e.g. alcohol, certain drugs), and autoimmune diseases can also cause hepatitis.

There are 5 main hepatitis viruses, referred to as types A, B, C, D and E. These 5 types are of greatest concern because of the burden of illness and death they cause and the potential for outbreaks and epidemic spread. In particular, types B and C lead to chronic disease in hundreds of millions of people and, together, are the most common cause of liver cirrhosis and cancer.

Hepatitis A and E are typically caused by ingestion of contaminated food or water. Hepatitis B, C and D usually occur as a result of parenteral contact with infected body fluids. Common modes of transmission for these viruses include receipt of contaminated blood or blood products, invasive medical procedures using contaminated equipment and for hepatitis B transmission from mother to baby at birth, from family member to child, and also by sexual contact.

Acute infection may occur with limited or no symptoms, or may include symptoms such as jaundice (yellowing of the skin and eyes), dark urine, extreme fatigue, nausea, vomiting and abdominal pain.

### Q: What are the different hepatitis viruses?

A: Scientists have identified 5 unique hepatitis viruses, identified by the letters A, B, C, D, and E. While all cause liver disease, they vary in important ways.

**Hepatitis A virus (HAV)** is present in the feces of infected persons and is most often transmitted through consumption of contaminated water or food. Certain sex practices can also spread HAV. Infections are in many cases mild, with most people making a full recovery and remaining immune from further HAV infections. However, HAV infections can also be severe and life threatening. Most people in areas of the world with poor sanitation have been infected with this virus. Safe and effective vaccines are available to prevent HAV.

**Hepatitis B virus (HBV)** is transmitted through exposure to infective blood, semen, and other body fluids. HBV can be transmitted from infected mothers to infants at the time of birth or from family member to infant in early childhood. Transmission may also occur through transfusions of HBV-contaminated blood and blood products, contaminated injections during medical procedures, and through injection drug use. HBV also poses a risk to healthcare workers who sustain accidental needle stick injuries while caring for infected-HBV patients. Safe and effective vaccines are available to prevent HBV.

**Hepatitis C virus (HCV)** is mostly transmitted through exposure to infective blood. This may happen through transfusions of HCV-contaminated blood and blood products, contaminated injections during medical procedures, and through injection drug use. Sexual transmission is also possible, but is much less common. There is no vaccine for HCV.

**Hepatitis D virus (HDV)** infections occur only in those who are infected with HBV. The dual infection of HDV and HBV can result in a more serious disease and worse outcome. Hepatitis B vaccines provide protection from HDV infection.

**Hepatitis E virus (HEV)** is mostly transmitted through consumption of contaminated water or food. HEV is a common cause of hepatitis outbreaks in developing parts of the world and is increasingly recognized as an important cause of disease in developed countries. Safe and effective vaccines to prevent HEV infection have been developed but are not widely available.

Source: *What is hepatitis? Online Q&A Reviewed July 2018. Retrieved June 18., 2019, from <https://www.who.int/features/qa/76/en/>*