



Mastering Civility: A Manifesto for the Workplace

Christine Porath

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From the leading authority on workplace incivility, Christine Porath, shows why it pays to be civil, and reveals just how to enhance effectiveness in the workplace and beyond by mastering civility.

Incivility is silently chipping away at people, organizations, and our economy. Slightings, insensitivities, and rude behaviors can cut deeply and hijack focus. Even if people want to perform well, they can't. Ultimately incivility cuts the bottom line.

In MASTERING CIVILITY, Christine Porath shows how people can enhance their influence and effectiveness with civility. Combining scientific research with fascinating evidence from popular culture and fields such as neuroscience, medicine, and psychology, this book provides managers and employers with a much-needed wake-up call, while also reminding them of what they can do right now to improve the quality of their workplaces.

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