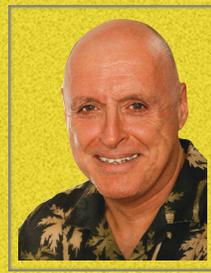


# THE EXTRA POINT

BY JERRY ROBERTS



## # 52 Workplace Hate – Part 1

Has anyone treated you in a mean or cruel way at work? How did you respond? I'm Jerry Roberts and workplace hate is the topic today, on The Extra Point.

Hate. Is it too strong a word to use for how some people treat others on the job?

Forbes magazine recently published an article on this by Sally Kohn, CNN political commentator, activist and the author of *The Opposite of Hate: A Field Guide to Repairing Our Humanity*.

Kohn believes our culture has become increasingly cruel and that we're all part of the problem.

She told the story of a woman who said it was her co-worker who started it, that her co-worker had never been anything but mean to her and so this woman didn't have any option but to hate her right back. Kohn asked her, "When's the last time you did something nice for her?"

The woman looked back at Kohn like she was crazy and then, slowly, she nodded. She understood that hating "her right back" wasn't helping to solve the problem.

Most of us have been there. Someone's bad behavior toward us gives us justification to return same to them. "Hey, they gonna hate on me, I'm gonna hate on them."

Kohn says the problem of cruelty and incivility and hate never gets solved — because no one takes the first step to put a stop to it.

Hate in the workplace affects morale and employee happiness, impacts productivity, and eventually hurts the bottom line.

This isn't about blatant bullying. That's a different topic. Workplace hate is usually more the petty things we do to each other. Rude emails or phone calls, a condescending attitude in meetings or personal interactions.

Research shows that over the past 10 years, more than 75% of all employees have experienced *some* level of incivility from their coworkers, supervisors or customers. And it's getting worse.

Kohn reported that in 1998 one-fourth of American workers said they were treated rudely at work at least once a week. By 2011, the rate had doubled and there's nothing to indicate that it has slowed down since then.

The upshot of this is that the more we do nothing in the face of workplace hate and unnecessary conflict, the more it grows and spreads, and Kohn says it's like management gives license to it and even tacitly endorses a toxic organizational culture.

So what to do about it? We'll talk about that tomorrow, here on the Ray Gibson Show.

That's The Extra Point. Get out there and make something good happen today. For 93.3, I'm Jerry Roberts.

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