

What is Incivility Costing You?

Legal and HR Management Costs:

✓ Costs of Inside/Outside Council	
✓ Cost of investigating claims of harassment (e.g., time spent by managers and HR)	
✓ Litigation costs and settlement fees	
✓ Costs of consultants, coaches, and training programs	
✓ Health insurance costs (physical and psychological health issues related to incivility)	
Total Legal and HR Management Costs	

Production and Performance Costs:

✓ Costs of turnover due to incivility at work	
✓ Costs of increased absenteeism	
✓ Costs of decreased work effort/productivity by victims of incivility	
✓ Costs of errors due to distraction and decreased motivation	
✓ Costs of decreased creativity and innovation due to greater fear of taking risks	
✓ Costs associated with decreased collaboration and teamwork	
✓ Costs of management time spent on conflict resolution	
✓ Costs of decreased motivation for managers due to stress of dealing with incivility	
✓ Cost of lost customers (due to lower quality or witnessing incivility among employees)	
Total Production and Performance Costs	
TOTAL ESTIMATED COSTS OF INCIVILITY (Legal/HR + Production /Performance Costs)	