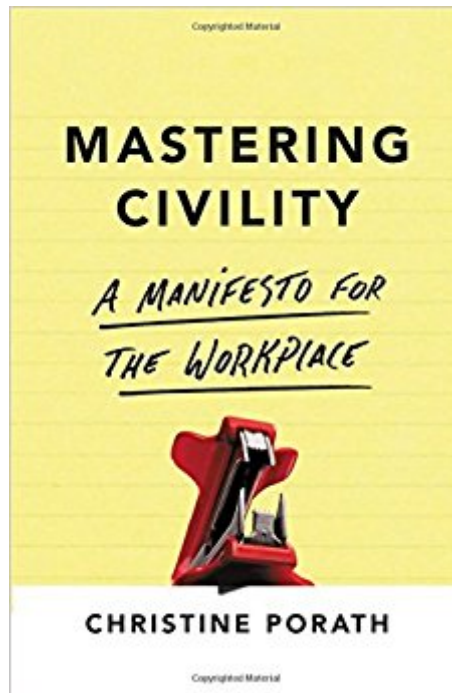




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# Mastering Civility: A Manifesto For The Workplace



## Synopsis

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. Sights, 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.

## Customer Reviews

"Christine Porath covers major issue facing businesses and society today. In *MASTERING CIVILITY*, learn what incivility is costing leaders and organizations and what to do about it. Along with being a fascinating read, this book offers the key to a healthier, happier, more productive workplace, better customer relationships, and higher profits." — Marshall Goldsmith, the Thinkers50 #1 Leadership Thinker in the World  
"In her important new book, Christine Porath incisively explores the epidemic of incivility that has infected our workplaces and lives. But rather than simply decry the disease, Porath offers bright, brilliant suggestions for a cure. For anyone troubled by our current culture of coarseness—and that should be all of us—*MASTERING CIVILITY* is the right book at the right time. It is a must read for every leader in every field." — Daniel H. Pink, New York Times bestselling author of *Drive* and *To Sell is Human*

Christine Porath is Associate Professor of Management at the McDonough School of Business at Georgetown University. Porath travels the world working with leading organizations such as Google and the International Monetary Fund to help them solve the vexing problem of incivility.

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