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## 069KA5 - SANTOS DAVENPORT

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The cost of bad behavior: how incivility is damaging your business and what to do about it , by Christine Pearson and Christine Porath, London, Portfolio, 2009, xiv + 224 pp., \$25.95, ISBN 978-1 ...

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behaviors in your organization a little easier, we have broken the costs of bad behavior down into five separate categories, discussed below: distraction from tasks, time lost, tangible costs, legal costs, and communication breakdown. Distraction from Tasks When bad behaviors are allowed to

thrive, employee mental health suffers.

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But more than a decade of research with University of Southern California Professor Christine Porath, Ph.D., for our new book, "The Cost of Bad Behavior," shows that the toll on a company's bottom line

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@article{Porath2010TheCO, title={The cost of bad behavior.}, author={Christine L. Porath and C. M. Pearson}, journal={Organizational Dynamics}, year={2010}, volume ...

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White Paper: The Cost of Bad Behavior in the Workplace

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