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                     / / Michael Leiter

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Nota di contenuto   Chapter 1: The Current Crisis -- Chapter 2: Forms of Workplace
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                     Incivility -- Chapter 5: Civility, Respect, and Engagement (CREW) in the
                     Workplace at the Veterans Health Administration -- Chapter 6: The
                     Impact of CREW -- Chapter 7: Conclusion .

Sommario/riassunto   Contemporary worklife builds upon a foundation for teamwork among
                     skilled and dedicated people. Despite the utility of supportive working
                     relationships and despite extensive consulting activity on leadership
                     and team building, employees complain extensively about
                     mistreatment by their bosses and colleagues. Analyzing and Theorizing
                     the Dynamics of the Workplace Incivility Crisis presents a theoretic
                     framework for considering the fundamental issues of group dynamics
                     and individual psychology that lie behind this ongoing workplace
                     incivility crisis. It contextualizes the need for belonging as a
                     motivation that shapes expressed social behaviour and intensifies
                     received social behaviour. Looking at cognitive elements as well as
                     rudeness rationales that pertain to workplace incivility and its
                     justification, this work maps social constructs, including the role of

team leadership, that lead to setting implicit social norms. In addition to formulating a theoretical framework, Analyzing and Theorizing the Dynamics of the Workplace Incivility Crisis considers methods to address the dynamics that perpetuate incivility at work and actively points at setting an action agenda to evaluate their impact.