



Invest in Your Wellness with Wellness Works®

Welcome to the UBA Partner Firm exclusive newsletter focusing on your biggest and most personal asset – wellness.

Wellness Works | September 2024

- Navigating Virtual Incivility
- Book Review | The Simple Art of Business Etiquette

Navigating Virtual Incivility

You might notice that workplace incivility is not just an annoyance—it can have tangible effects on your well-being and productivity. A recent [SHRM survey](#) revealed that 39% of U.S. workers say people are less or much less civil today than one year ago. These issues can be even more challenging to navigate in the digital realm.

While rudeness and uncivil behavior have long been workplace issues, the shift to digital communication platforms like email, Slack, and Zoom has made these challenges even more pronounced. Digital communication can lead to what researchers call [online disinhibition](#), where people feel freer to express harsher sentiments through screens than they would face-to-face.

Understanding the Impact on Your Well-being

[Research shows](#) that while some differing views are healthy for organizations, individuals who struggle with differing opinions may become agitated and engage in uncivil behaviors. Studies show that rudeness in virtual environments can have a more significant negative impact than in-person interactions. The absence of immediate feedback and the asynchronous nature of digital communication often leads to overthinking, where you might dwell on perceived slights, increasing your stress and anxiety.

Here are some tips to help you manage these situations.

Set Clear Boundaries

Establish boundaries for your digital communications and avoid checking emails or messages after work hours to give yourself time to decompress.

Communicate Clearly

Without non-verbal cues like tone of voice or facial expressions, it's easy to misinterpret messages and experience increased stress. If you feel comfortable, address the behavior directly with the person involved.

Don't Overthink

It's easy to overanalyze digital messages, especially when you don't have the benefit of non-verbal cues. Try not to jump to conclusions and consider the possibility that the sender didn't intend any harm.

Seek Support

If virtual incivility is affecting you, don't hesitate to talk to a trusted colleague, a friend, or a mental health professional about it. Sometimes, talking about your experience can provide relief.

Use Richer Communication Channels

Consider using video or phone calls instead of emails or messages for important or sensitive conversations. These platforms allow for clearer communication and reduce the risk of misunderstandings.

Take Breaks

When you start feeling overwhelmed, it's crucial to step away from your screen. Take a walk, stretch, or do something you enjoy to reset your mind.

Focus on What You Can Control

You can't always control how others behave, but you can control your response. Focus on maintaining your professionalism and protecting your mental health.

Consider Your Options

If virtual incivility becomes a persistent issue in your workplace, it might be worth exploring other options, whether discussing the issue with HR or considering a change in your work environment.

Building Resilience in a Virtual World

By being mindful of the way you engage with others and respond to incivility, you can maintain your well-being and continue to succeed in your work. You have the power to influence your own experience. By setting clear boundaries, communicating effectively, and taking care of your mental health, you can better manage the impact of virtual incivility and create a more positive work environment for yourself.

Wellness Works® Book Review | The Simple Art of Business Etiquette

Navigating your workplace requires skill and a keen understanding of business etiquette. Jeffrey L. Seglin's book, "[The Simple Art of Business Etiquette](#)," offers insights to advance your career while maintaining a solid ethical foundation. This guide is not just about following rules; it's about being a decent human being in all aspects of life.

Highlights

Key Concepts

Seglin emphasizes that practicing business etiquette doesn't mean you have to pretend to be someone you're not. With practical tips, this book covers everything from reading body language to handling email etiquette. It provides real-life examples and workplace scenarios that help readers navigate tricky office situations gracefully and with integrity.

Practical Applications

The book is a handy reference for newcomers and seasoned professionals, offering advice that can be immediately applied in the workplace. Whether you're preparing for a job interview, dealing with a demanding boss, or simply trying to communicate more effectively with colleagues, Seglin's guidance will help you succeed professionally by succeeding socially.

Impact

"The Simple Art of Business Etiquette" is a fun and fast guide to mastering the subtleties of workplace interactions. It's an essential read for anyone wanting to engage productively in a rapidly evolving work environment, offering strategies to enhance your professional image and contribute to a more respectful and cooperative workplace.

The Final Word

With his humor and practical advice, Seglin reminds us that mastering the basics of business etiquette is crucial for success. His book is a must-read for anyone looking to advance their career while maintaining ethical standards and building positive relationships. Whether you're new to the workforce or a seasoned professional, this guide will help you navigate the modern workplace with confidence and respect.

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