

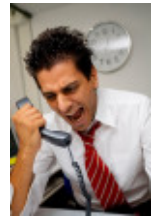


# Research Directions

Office of Research Services

## ***No rudeness please – we're at work***

**Dr Barbara Griffin from the College of Health and Science is exploring the effects of mistreatment and rudeness on people in the workplace through a three year ARC Discovery Project.**



'Workers who are mistreated by colleagues, be it through thoughtless rudeness or more intentional undermining, are more likely than others to leave their jobs, suffer poor emotional and physical health, and engage in increasingly aggressive retaliatory actions', says Dr Griffin. 'Despite these negative consequences for both the organisation and individual employees, relatively little is known about the processes involved. This project aims to integrate findings from controlled experimental studies with field-based research to test a model of interpersonal mistreatment in the workplace, in order to clarify these poorly understood behaviours and provide a basis for the development of training tools and effective intervention programs.'

Using field-based surveys in workplaces across Australia, New Zealand and Asia, together with experimental laboratory studies of typical mistreatment scenarios, Dr Griffin will seek to understand the cultural, environmental, social, and individual psychological factors that affect why interpersonal mistreatment occurs, what happens when it does, and how similar incidents may be interpreted differently by different employers and employees.

By providing greater understanding of the contributing factors and processes involved, this project will inform the development of interventions to reduce counter-productive behaviours and their harmful effects. It will also provide evidence of the incidence and nature of interpersonal mistreatment, and identify problematic workplaces and the types of people that are at high risk of being targeted. In the long term, these advances in knowledge will promote safer and more productive workplaces.

**Project Title:** Rudeness, social undermining and interpersonal mistreatment in the workplace

**Funding has been set at:** \$142,000

December 2007

### Contact Details:

[b.griffin@uws.edu.au](mailto:b.griffin@uws.edu.au)

<http://www.uws.edu.au/college/healthandscience>