



CENTER FOR CATHOLIC STUDIES

TO: WBC AND MICAH PARTICIPANTS
FROM: MONSIGNOR RICHARD LIDDY
**SUBJECT: INCIVILITY IN POLITICS AND BUSINESS: PART ONE,
HOW BAD BEHAVIOR AFFECTS THE BOTTOM LINE**
DATE: WEDNESDAY, SEPTEMBER 28, 2011

AGENDA

- Welcome
- Opening Prayer
- WBC Mission Statement
- Scripture: Matthew 5: 13-16
- Silent Reflection and Examen
- Sharing insights on Scripture
- Reading: **How Bad Behavior Affects the Bottom Line**
- Discussion and Reflection
- Closing Prayer

MISSION STATEMENT

The mission of the Woodstock Business Conference is to establish and lead a network of business leaders to explore their respective religious traditions in order to ask the individual executives:

- To integrate faith, family, and professional life,
- To develop a corporate culture that is reflective of their religious faith and values,
- To exercise a beneficial influence upon society at large.

The Conference, grounded in Roman Catholic tradition, welcomes believers who are open to and respectful of one another's religious traditions. It is committed to the conviction that ethics and values grow out of one's religious heritage.

Silent Examen

- *Pause quietly* and become mindful of God's presence in you, and then *thank Him for the many gifts you have been given*: life, intelligence, freedom, and family, friends, and opportunities to share your many gifts with others.
- *Pray for the light to see where God has been* through the day- in what you experienced, thought, decided, and acted upon...
- Look back and ask, "What happened? What did I do? *To what was God calling me?*" And then, "*Where was God in all this?*" How can I best *understand* the situation?
- *Evaluate: how well I have done?* in recognizing God? in resisting evil?
- *What actions should I take? What decisions must I make?*

Topic 1 How Bad Behavior Affects the Bottom Line

In work I have done with city and village managers over the last 15 years they report significant increases in incivility in public life (one suburban city manager attributes it to the invention of the garage door opener because one does not have to "know thy neighbor"). As politics becomes not an every two or four year seasonal election process but a 24/7, 365 day a year sport there has been a decline in the practice of good governance and a concern for the common good. This behavior is also evident in our business organizations. There is often ideological carry over that infuses itself emotionally in the work environment. Technology has also been a two edged sword supporting efficiency and productivity, but complicating communication and bringing continuous change. Then there are just the simple human incivilities that occur in organizations where people feel devalued by various human exchanges, sometimes political, sometimes interpersonal often unintentional but real. In this session let us attend to these experiences so that we see them for what they are, realize their costs and reflect on ways to alleviate suffering and injustice.

Scripture: Matthew 5: 13-16

"You are the salt of the earth. But if salt loses its taste, with what can it be seasoned? It is no longer good for anything but to be thrown out and trampled underfoot. You are the light of the world. A city set on a mountain cannot be hidden. Nor do they light a lamp and then put it under a bushel basket; it is set on a lampstand, where it gives light to all in the house. Just so, your light must shine before others, that they may see your good deeds and glorify your heavenly Father."

Reading: "How Bad Behavior Affects the Bottom Line," [Georgetown Business Magazine](#), Spring 2011. Andrea Orr on Christine Porath's Book *The Cost of Bad Behavior: How Incivility Is Damaging Your Business and What to Do About It*.

Questions:

1. Recall a recent incivility in your work place. Describe the experience. Explore the feelings that were provoked or evoked. Observe the dynamics and report.
2. As you observed the situation what are the root causes of the incivilities and the contributing factors. What is your role in the drama?
3. How does one move past blame and finger pointing to understand the real dynamics? What role do standards play and what role does empathy play?
4. What is your take away from this situation? Is there corrective action or a solution? What did you learn from the encounter from the dialogue today?