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March 2016 Newsletter

Transforming the Toxic Employee

Toxic Employees Cost a Minimum of \$12,000

Having a toxic employee on your team costs \$12,489, as frustrated co-workers flee and productivity dips as much as 30%. That cost does not include other potential costs, such as litigation, regulatory penalty and reduced employee morale.

A toxic worker is a bad apple that can spoil other employees' workplace. According to researchers Michael Housman, chief analytics officer of talent management company Cornerstone OnDemand, and Dylan Minor of Harvard Business School, in their November 2015 paper, "Toxic Workers," for Harvard Business School. **Toxic employees are people that are damaging to the firm and are a "worker who engages in behavior that adversely affects fellow workers or other company assets."**

Housman and Minor found that "toxic workers seem to induce others to be toxic," and that "although toxic workers are quicker than the average worker, they are not necessarily more productive in a quality-adjusted sense."

Other research from Professors Christine Porath of Georgetown University's McDonough School of Business and Christine Pearson of Thunderbird School of Global Management shows the tangible cost of this bad behavior. Through a poll of 800 managers and employees in 17 industries, Porath and Pearson discovered how people's reactions play out.

- 48% intentionally decreased their work effort
- 47% intentionally decreased the time spent at work
- 38% intentionally decreased the quality of their work
- 80% lost work time worrying about the incident
- 63% lost work time avoiding the offender
- 66% said that their performance declined
- 78% said that their commitment to the organization declined
- 12% said that they left their job because of the uncivil treatment
- 25% admitted to taking their frustration out on customers



[Learn the signs of a toxic employee and the 2 main ways to transform one.](#)

[Contact Me](#) with any additional questions.

FREE ASSESSMENT

Organization Politics Detector?

Answer some simple questions to determine your office politics.

[Assessment](#)

FEATURE BOOK



Leading Total Quality Mission: Building capability and commitment Volume 2 By: Orlando E. Blake PhD CPT

This book and its companion, *Leading the Total Quality Mission: Building capability and commitment, Volume 1*, are a composite set of implementable concepts, ideas, and techniques that the quality leader of today may put into practice to improve organizational and individual performance. You may use this book to build your quality leadership and internal practices to create a sustainable organization.

[Order Here](#)

For any questions related to mentoring, please contact me. I would be happy to learn more about your organization.

Sincerely,

Orlando E. Blake, PhD, CPT

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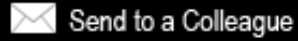
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"The role plays and follow up discussion were extremely helpful. Also great to have reference material to take away." - Pauline Thomas, HR Generalist, Symantec

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