

[View this email in your browser](#)



June 27, 2023

Toxic Work Cultures Start with Incivility and Mediocre Leadership



You're in a meeting, with something important to say. Just as you begin, a colleague sighs and shares an eyeroll with their buddy. And not for the first time.

Workplaces aren't always harmonious. Whether it's a café, factory or parliament, people do and say hurtful things. They may talk down to you, "call you out" in front of others, make jokes at your expense, gossip about you behind your back, or give you the silent treatment.

This type of incivility doesn't quite rise to the level where you can complain to human resources and expect a satisfying resolution. Organizations typically have policies against racism, sexism, harassment and other overt forms of abuse. But incivility – being less severe and more difficult to prove- tends to fly under the radar.

Most of us will experience incivility at some point at work. More than 50% experience it weekly. According to a 2022 meta-analysis of 015 incivility studies, you're more likely to cop it if you're new, female, in a subordinate position, or from an ethnic minority.

Read on to learn what can be done when experiencing incivility.

Source: *The Conversation*

[Read Full Story](#)

Anti-meaningless Work: How Gen Z are Redefining Traditional Career Paths

Gen Zers are forcing employers to evolve their ways of working. And rather than lamenting today's youth, older business leaders would be wise to accommodate the workforce's youngest generation better.

Moving away from traditional career paths to encourage non-linear development makes sense for all parties in 2023. A new approach and fresh thinking are critical. "Logic will get you from A to B," said Albert Einstein. "Imagination will take you everywhere."



Events spurred by the coronavirus crisis have upended many norms. Still, it is arguably the Gen Z cohort that has suffered the most through disjointed education, severely limited early-career opportunities, and a lack of in-person work and play experiences, in addition to the psychological impact. Now, Gen Z is in the driving seat to propel meaningful change and usher in a new work paradigm.

"The last three years have enabled Gen Zers to reap the flexibility benefits of remote working with many more deciding to optimize for a lifestyle as a digital nomad," said Charlie Rogers, a London-based executive team coordinator at The Portfolio Collective (a global community of 8,000+ portfolio professionals) and founder of Mastery in Your 20s, a community platform to equip people in their third decade with the skills to take "their own pathless path."

Continue reading this fascinating article to learn more about the way the mind of a Gen Z works as it relates to worklife.

Source: Oliver Pickup, worklife

[Read Full Story](#)

WEBINAR ALERT: Ensure Consumer and Employee Loyalty with the Right Tech Strategy

You made a pandemic pivot and created a tech modernization plan. But now you have to ask: is my technology still serving the needs of our employees and customers? Will my planning from 3 years ago hold up for the next 5? If retailers and quick service restaurants hope to stay competitive, they need to reassess their tech roadmap to ensure it works in the long run. It starts with one of the most critical parts of any business, the employee and consumer experience.

This webinar brings together a panel of experts to discuss the best ways to assess, plan,



and launch a tech roadmap that will continue to meet the evolving expectations of employees and customers. Learn how to choose the right tech to future-proof your business as our panel examines the current tech trends and offer ten critical questions to ask when planning a tech transformation. Watch this

webinar to learn more about:

- Overcoming the labor crunch with technology
- Building customer trust with improved tech
- Assessing your current modernization plan
- How to take next steps to update your tech

Download and watch at your convenience, this webinar is led by 4 impressive industry leaders!

Source: *RetailDive*

[Register for Webinar](#)

5 Body Language Habits That Sabotage Your Leadership Success

When it comes to leadership your words are important. Your nonverbal communication can be just as influential. In fact, research has shown that nonverbal cues make up a significant portion of how we communicate and can even convey more information than the words we speak. This means that your body language can have a powerful impact on your leadership effectiveness and the success of your team.



Unfortunately, many leaders are unaware of the unconscious body language habits that may be undermining their success. Here are five common body language habits that can sabotage your leadership:

- Failing to Make Eye Contact
- Crossed Arms
- Slumped Shoulders
- Consistent Fidgeting
- Inconsistent Facial Expressions

Uh oh...do you have these habits? Check out this article to learn more!

Source: *Lolly Daskal*

Read Full Story

Making Sure Employees are Handling Kegs Safely



At one time or another, almost everyone who works in the restaurant and bar industry has been asked to change, move, or assist with a beer keg. If they are lucky, an experienced coworker will be able to provide instruction and guidance on how to properly move and swap empty kegs for full ones.

Unfortunately, there are too many instances where none of the individuals in the establishment has received proper training and the employee may think “I only need to move it a few feet, how hard can that possibly be?”

A full keg has the potential to weigh over 160lbs; so, lifting it improperly can quickly lead to severe muscle strains, broken bones, crushed toes, or other serious injuries and property damage. AS with most dangerous tasks, negative outcomes can be avoided with the proper techniques and safe handling practices.

Read more for proper keg handling so employees can prevent injuries. This is a great opportunity to print and review with staff.

Source: *Society Insurance Risk Management*

Read Full Story

Your INDUSTRY. Your ASSOCIATION. Your COMMUNITY.

Have a question for the Wisconsin Restaurant Association team?
Not a WRA member and interested in learning more?

[Ask WRA](#)

[More Info](#)

[Join Us](#)



This is a communication from
The Wisconsin Restaurant Association
2801 Fish Hatchery Rd.
Madison, WI 53713
wirerestaurant.org

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).