Ratings of Toxic Symptoms™ (ROTS)

Test Taker :   Tim

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Based on concepts from Rising Above a Toxic Workplace
by Dr. Gary Chapman, Dr. Paul White & Harold Myra
www.appreciationatwork.com/toxicworkplaces

Ratings of Toxic Symptoms Report

Many businesses and organizations are perceived as being toxic work environments by their staff members. However, employees can be unclear how unhealthy their workplaces really are. The Ratings of Toxic Symptoms (ROTS) scale provides each person objective feedback on the overall level of toxicity of their workplace, as well as identifying the areas of most concern across ten subscales.

Overall Toxicity of Your Workplace

Your score on the *Ratings Of Toxic Symptoms* suggest you work in an **unhealthy work environment**. The sum of your overall scores is relatively high, indicating that you perceive a number of problematic areas in your workplace. The quality of interactions and overall work environment in your organization clearly has issues that need to be addressed.

ROTS Subscale Results

The Ratings of Toxic Symptoms yields scores on seven subscales. The chart below shows the relative level of toxicity on each subscale.
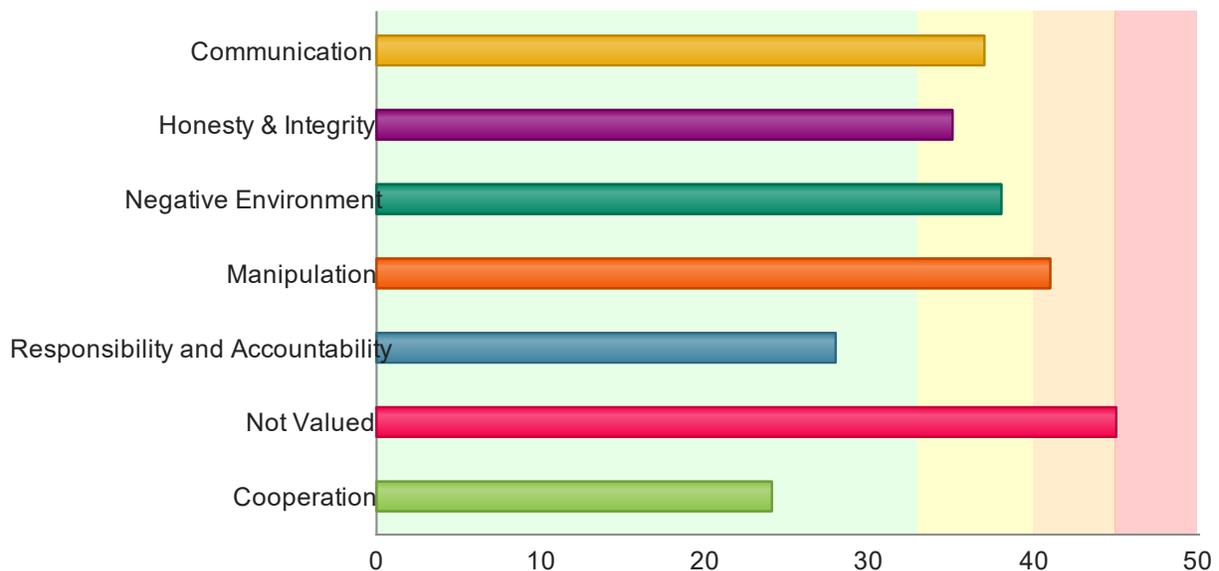
Areas of Most Concern

The area of concern you rated highest in your organization was **the experience of employees not feeling valued by others**. There is an attitude in the organization that employees are there solely to get tasks done and help the organization (or manager) achieve their goals. Recognition for doing a good job is rare, and often is perceived as inauthentic or contrived.   Employees feel used primarily as "production units", so feeling appreciated for anything beyond completing tasks or reaching organizational goals seldom occurs. Overall, there is little or no interest in people getting to know one another at a personal level.

When employees don't feel valued, negative results follow. People start to feel taken for granted, used by the organization, with an over-focus on productivity by their supervisors.

While most organizations have some form of employee recognition activity, most employees don't feel appreciated by their supervisors and colleagues. Applying the concepts from **The 5 Languages of Appreciation in the Workplace** and/or **Sync or Swim** (a short, fable version of the 5 languages of appreciation), is a good place to start (and you don't have to be a supervisor or manager to do so.) Go to www.appreciationatwork.com (http://www.appreciationatwork.com/) to get more information and explore available resources.

The second highest area of dysfunction determined from your ratings was **a sense of manipulation in relationships and a focus on image**. Team members feel used to reach the organization's (or their manager's) goals. Typically, there is more focus on trying to "look good" versus doing the right thing. What the leadership says they value and what they base decisions on often are quite different, being driven more by public image (or sometimes, profitability.) Embarrassment, shame and anger may be used to get others to do what is desired.

Those who manipulate others are extremely difficult to deal with because typically their behavior patterns are deeply ingrained, and typical interpersonal strategies used to address problems in relationships don't work.

There are, however, some excellent books that provide extremely valuable insights and practical recommendations for dealing with manipulative individuals, including:

- **In Sheep's Clothing: Understanding and Dealing with Manipulative People** by George Simon;
- **Who's Pushing Your Buttons? Handling the Difficult People in Your Life** by John Townsend;
- **Working with Difficult People** by Robert Solomon.

The area you identified as the third most problematic in your organization was **the extreme negative environment that exists**. Your workplace is characterized primarily by criticism, blame, and negativity. Positive comments are rare (and when received, are viewed skeptically.) Interactions typically descend into sarcasm, cynicism and complaining. People become defensive and guarded to protect themselves from conflict, anger, and personal attacks.

A negative environment wears down the best of employees. Chronic complaints, criticism, verbal attacks and synicism lead to an overall toxicity which destroys an organization from the inside out.

There is a large amount of research that shows the benefits of positive thinking and communication, as well as the steps needed to move in that direction:

- ***A Complaint Free World: How to Stop Complaining and Start Enjoying the Life You Always Wanted*** by Will Bowen;
- ***What Happy People Know: How the New Science of Happiness Can Change Your life for the Better*** by Dan Baker and Cameron Stauth;
- ***Joy At Work: A Revolutionary Approach to Fun on the Job*** by Dennis Bakke;
- ***Whale Done! The Power of Positive Relationships*** by Kenneth Blanchard, Thad Lacinak, Chuck Tompkins and Jim Ballard.

Conclusion

Unfortunately, many workplaces are toxic environments to their employees. We know that unhealthy workplaces create significant problems for those who work in them – loss of sleep, increased physical health problems, discouragement, anxiety, relational difficulties, and ultimately, an increasing dislike of their jobs.

We know that there are key steps those who work in toxic workplaces need to take in order to survive. We've created a number of resources to help in this process, including:

- Our book, ***Rising Above a Toxic Workplace*** *(http://shop.appreciationatwork.com/collections/books-accessories)*
- The ***Toxic Workplace Prevention and Repair Kit*** *(http://shop.appreciationatwork.com/collections/training-resources/products/toxic-workplace-prevention-repair-kit)*
- Two pamphlets, "How to Know When to Quit Your Job" (http://shop.appreciationatwork.com/collections/books-accessories), "How to Avoid Being Hired by a Toxic Workplace" (http://shop.appreciationatwork.com/collections/books-accessories)

For more information, go to www.appreciationatwork.com/toxicworkplaces (http://www.appreciationatwork.com/toxicworkplaces).

We hope that the information we've provided you about your workplace, and the resources we are directing you to will help you be able to move toward a more healthy work environment, whether that is your current workplace or another setting.

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