Civility In The Workplace Workshop

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to <u>Civility In The Workplace</u> are countless and will pay off immensely in every aspect of your job.

Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.

- Understand the costs of incivility, as well as the rewards of civility, within the workplace.

- Learn practical ways of practicing workplace etiquette.

- Learn the basic styles of conflict resolution.

- Learn skills in diagnosing the causes of uncivil behavior.

- Understand the role of forgiveness and conflict resolution.

- Understand the different elements of effective communication.

- Learn facilitative communication skills such as listening and appreciative inquiry.

- Learn specific interventions that can be utilized when there's conflict within the workplace.

- Learn a recommended procedure for systematizing civil behavior within the workplace.

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