

BECAUSE IT MATTERS CANADA®

Community Civility Initiative Toolkit



The Toolkit Includes:

Half-day overview and planning workshop for your Civility Initiative committee with Civility expert Lew Bayer where you will learn:

- How to define and describe civility in your community;
- The benefits of civility to the community;
- Strategies and best practices for starting a civility initiative..Plus

- A **template for creating** your own civility initiative plan
- A **2-day Train-the-Trainer** workshop for up to 4 Community Civility Ambassadors who will implement your civility initiative.
- A customized package of **civility workshops and presentations** that you can use for building civility in your community.
- Tools and training materials** for getting started
- Sources and resources** for Materials and tools to sustain your civility initiative.

Email events@civilityexperts.com for more information.

Imagine a community where neighbours greeted each other with kindness...where residents showed respect for the property and privacy of others...where people showed pride in their community and strived to build long-term relationships, supporting each other and building bridges instead of fences...

By starting a civility initiative in your community, you can build the community you imagined. Fee \$7500.00 CDN plus travel expenses and applicable taxes.

Social capital refers to the extent to which trust, mutual understanding, and shared values and behaviors bind the members of a community. When social capital is high, there is a positive impact to communities including increased civil discourse, community involvement, more effective communication and cooperation, less crime, increased productivity, meaningful relationships among and across cultural groups and much more. Understanding the value of social capital is one thing- building and leveraging it is another. Starting a civility initiative in your community offers one practical strategy for building social capital that benefits everyone.



For the past 13 years, Lew Bayer has been nationally recognized as Canada's leading expert on civility in the workplace, with focus on social intelligence and culturally-competent communication. She is the Executive Director of the Center for Organizational Cultural Competence, CEO of civilityexperts.com – a multinational civility training group, and President of the International Civility Trainers' Consortium. Lew is a 7-time published author and national columnist who is a proud Mentor for *The Etiquette House* and a member of the Advisory Board for *A Civil Tongue*. For more information about Lew, CivilityExperts.com or the Train-the-Trainer Program; Please visit www.civilityexperts.com