# CIVILITY EXPERTS INC.
## *Worldwide*

If your organization is experiencing turnover, reduced work team resilience, lowered morale, increased turnover, decreased productivity, poor cross-team communication, misalignment and difficulty achieving organizational goals, and/or related problems, civility training may be the solution you've been looking for.

## INTRODUCING ……*The Civility Culture Compass*®

**FACT: Companies that openly promote civil communication among employees earn 30% more revenue than competitors, are four times more likely to have highly engaged employees, and are 20% more likely to report reduced turnover. Civility Experts Inc., the leading civility experts in civility at work training has devised two leading edge tools:**

1. The *Civility Culture Compass*® is used to assess four organizational conditions, which when "ideal" as described below, increase the success of civility initiatives. These conditions are:

   - Change

   - Alignment

   - Engagement

   - Readiness



The extent to which you can identify that the "ideal" conditions for each of the four compass settings are met will:

a)  predict how effective a civility change initiative will be if implemented in your organization at the current time

b)  identify where conditions need to be addressed to increase the success and sustainability of your civility initiative

c)  help pinpoint contextual and conditional aspects that may be contributing to incivility in your workplace

d)  enable your team to plan a cohesive and comprehensive civility initiative

e)  provide a starting point for building skills in 4 key competency areas that support ability to be civil, e.g., by devising a training plan

**You can take a general Civility Compass® Assessment for FREE at www.civilityexperts.com (Launching Feb. 12, 2016)**

2.  Once you've identified your training needs, you can use the NEW *Civility Competency Matrix*® to address identified skill gaps in four key competency areas that enable individuals and teams to exhibit civility.

## Impact of Competencies Related to Civility

**Core Competencies**

**Impact to Organization and Contribution to Culture of Civility**

• Continuous Learning

• Thinking Skills

• Social Intelligence

• Contextual Cultural Competence

- Retention, self-respect, stress management adaptive capacity, autonomy, self-directed learning- culture of learning and change readiness

- Builds mastery, goal setting, consistency, hardiness alignment, accountability and shared purpose

- Respect, morale, restraint, responsibility, common courtesies, engagement, communication, -trust, generalized reciprocity

- Teambuilding- Empathy- Collaboration and team-orientation, non-judgment, respect

The benefits of building a culture of civility in your workplace include:

- increased profitability – potentially up to 30%
- increased exhibition of respect at work
- established positive communication patterns
- reduced turnover
- increased individual confidence and resilience
- increased overall adaptive capacity