



## FEATURED WORKSHOP

### The Power of Civility

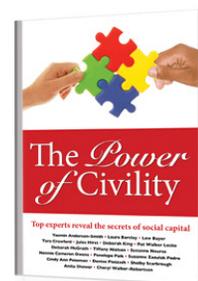


In conjunction with the launch of *The Power of Civility*, a new book co-authored by Lew Bayer, President of Civility Experts Worldwide and coinciding with *International Civility Awareness Month* this May, Civility Experts is offering a half-day workshop packed with thought-provoking perspectives on:

- what civility really means
- the many costs of incivility and how you can manage them for increased profitability
- practical solutions for incorporating civility best practices into your work and life

Expand to a full-day session and include the Organizational Civility Scale Assessment and receive 24/7 access to MannersTV (38 business and social etiquette lessons) to supplement your civility training initiative.

Power of Civility books offered at 50% off for orders of 10 or more.



In this interesting and practical workshop, Canada's leading civility expert, Lew Bayer, goes beyond the typical "please and thank you" conversations about civility and challenges you to think about your personal standards, accountability, values, and what it means to be committed to choosing civility, whether at home, at work, in your community, or in public—at home and abroad.

This book provides the tools you need to boost your social intelligence and build your cultural competence, giving you the confidence and poise to go anywhere and be welcomed as a caring and considerate citizen of the world. Discover *the power of civility!*

**LIMITED TIME OFFER: To celebrate International Civility Awareness Month, fees for this ½ day workshop are \$1800.00 (regular \$2850.00) for a half-day and \$2850.00 (regular \$3850.00) for a full-day. Fees include all travel expenses and incidentals. \*Applies to sessions booked for delivery prior to December 30, 2011.**

#### About the session facilitator:



For the past 12 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 founder and Executive Director of the Center for Cultural Competence, CEO of [civilityexperts.com](http://civilityexperts.com) – a multinational civility training group, and President of the International Civility Trainers' Consortium. Lew is a proud Mentor for *The Etiquette House*, and member of the Advisory Board for *A Civil Tongue*. A 7-time published author, she is a faculty member at Georgetown University Center for Cultural Competence, and at the Canadian Management Centers in Toronto and New York. She is also an alumni spokesperson for McGill University, a master level trainer for the Canadian School of Service, and a certified Culture Coach®. Lew was won Manitoba Woman Entrepreneur of the year in International Business in 2009 and she was the first Canadian to be awarded the prestigious AICI International Civility Star Award in 2010.

To book this workshop email [events@civilityexperts.com](mailto:events@civilityexperts.com) To view outlines of other workshops, webinars, keynote presentations and Train-the-Trainer options, visit [www.civilityexperts.com](http://www.civilityexperts.com).