

# CIVILITY AT WORK™

## Workplace Civility Initiative Toolkit



Research confirms that there is a tangible cost of incivility to business. Whether you are a small business or a multi-national corporation, fostering civility in your workplace can: increase morale, help you leverage Social IQ, facilitate cultural competence, encourage effective communication, decrease turnover, boost service-orientation and significantly impact the bottom line.

Civility Experts is pleased to offer a Toolkit for business and organizations who want to start a civility initiative.

## Toolkit Option includes:

### a) The “Power of One”-Introducing a Civility Initiative Workshop

Is an interactive full-day workshop that includes discussions, advice, instructions, tools and techniques for planning, implementing and sustaining workplace civility initiatives. Topics covered:

- *Recognizing the tangible costs of rudeness to business?*
- *Leveraging civility; the benefits of introducing a workplace civility initiative?*
- *Understanding the elements of workplace culture*
- *Bridging personal and professional values*
- *Managing factors that contribute to incivility in the workplace*
- *Guiding principles for creating civility and conduct codes*
- *Best practices for fostering and maintaining civility in the workplace*

### b) Planning Template for a Civility Initiative

c) 2-day Train-the-Workplace Civility Trainer delivered on-site for up to 4 participants of your choice e.g., Human Resource professionals, managers, workplace trainers, or employee designates

d) Ready-to-use workshop content so you can begin teaching civility in house immediately, plus a 1 year membership ; Ongoing access to Tools, resources and training materials trough the ICTC Resource Center

## **NEW** Workplace Civility Initiative TOOLKIT

It just takes **one minute** to make a difference. **One choice** can change your life. **One committed moment** of courage can show your true character. And **one person choosing civility** can have tremendous, long-term impact on others. This practical and timely workshop is for organizations that are ready to take **one small step** towards fostering civility in their workplace by starting a civility initiative.

Fees \$9500.00 CDN plus travel and incidental expenses. Includes:

- On-site introductory workshops
- 2 days train-the-trainer program
- 15 ready to go civility lessons trainers can use with copyright duplication license
- 1 year membership to ICTC resource center
- Customized civility initiative plan

Sample of **Civility Initiative Tools** and Content that may be included:

- The Civility Rubric™
- The Organizational Civility Scale®
- Quick and effective “Workplace Culture” assessments
- Social Intelligence Assessments to use when hiring
- Cultural Competence Surveys
- Toxic behavior assessments to use in performance reviews
- Civility Needs Assessment to use when outlining civility initiatives
- Civility vocabulary and how to infuse it
- Language, elements of cultural competence, communication style guides

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