



CIVILITY WORKS!

Did You Know?

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.
Watson Wyatt Civility Survey

38% of workers believe the workplace is becoming more disrespectful, and that 67% believe there is a strong need for civility training.
Civility in America Poll

“Embedding a *“culture of civility”* in your workplace is the key to navigating challenges in the new world of work”

Key Points Covered

▸ Defining civility; the cost as well as the consequences of incivility.

▸ Understanding the 3 main reasons people are not civil- even when they know the risks.

▸ 5 best practices for fostering civility with your clients, coworkers and others.

Learning Outcomes

▸ Have an understanding of how civility can build trust and build your bottom line.

▸ Use 3 key ingredients to embed civility into your work and your life to communicate more effectively, build trust and encourage respect.

▸ Be able to implement 5 best practices for fostering civility with your clients, community and in general.

▸ Take-away sources and resources you can use immediately to build civility into your business.

**This is a full-day session: Fees are \$6850.00US includes travel expenses.
Group size limited to 35 participants.**



Presented By Lew Bayer, President
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83 Affiliates in 24 Countries Around the World

Book now: pr@civilityexperts.com

Visit www.CivilityStore.com for add-on materials, e-books, lesson plans and more.