

*Civility at Work*TM
WORKSHOPS

Civility Works

Lateness, bullying, complacency, theft, gossiping, low service standards, dishonesty, poor quality, sloppy dress, cell phone interruptions...the list of rude behaviours experienced in the workplace is endless. Left unchecked, incivility is like a virus that infects our workplaces. This interesting and relevant workshop assesses your current workplace situation, and offers solutions for stopping the incivility virus from spreading in your workplace.

Join Rebecca Sanders, Chicago's leading expert on civility in the workplace for this informative and interactive session that covers:

- Understanding what civility is exactly, and learning why they should care about it?
- Identifying symptoms of viral rudeness in their workplaces
- Recognizing if/how they as individuals contribute to a toxic workplace
- Adopting behaviours that foster civility in the workplace

Setting Workplace Standards
CIVILITY IN THE WORKPLACE

Have you ever felt tied up in knots, wondering how to interpret something someone else said or not knowing how to say something you need to say? Is negativity and rudeness impacting productivity, loyalty or morale in your workplace? Effective, positive communication between co-workers, higher ups and clients is imperative in today's workplace. Tight timelines, competition, and the struggle to find balance leave no place for rude behaviour, negativity, interpersonal conflict or a lack of clarity.

This session focuses on modern guidelines for civility in the workplace. Topics include:

- Defining "professionalism"
- Expectations for interacting with work teams
- Understanding the difference between "friendly" and "familiar"
- Communicating in a way that sends an impression of competence and credibility
- Choosing words and nonverbal cues that show respect and build confidence
- Knowing the expectations for mixing business and social responsibilities
- Consistently conveying high personal standard
- Practicing modern guidelines for courtesy and technology
- Navigating challenges and conflicts with grace and civility

INTERESTED IN HOSTING A CIVILITY AT WORKTM WORKSHOP? Contact us at chicagocenter@mail.com.

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

IS INCIVILITY IMPACTING YOUR BOTTOM LINE? Download the *Civility Symptoms Survey* to find out.