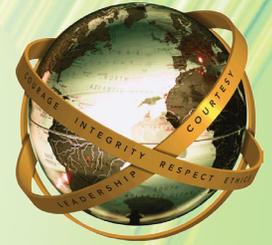


# Civility Experts WORLDWIDE



Civil Workplaces see 30% increase in profitability (page 2)

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**SOLUTIONS FOR FIGHTING THE INCIVILITY EPIDEMIC**

**Franchise Opportunity**

# CIVILITY

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*

We are smack in the middle of a civility crises. With research on both Canadian and U.S. companies showing that a whopping 98% of people have experienced uncivil behavior on the job,[1] rudeness in the workplace is systemic and epidemic, there has never been a greater need for civility training.

Evidence that the incivility virus impacts among other things, our productivity, our ability to work together, our creativity, and our health, is growing every day. And incivility isn't just a North American problem. A few examples:

- A study of British workers found that 40% had experienced incivility or disrespect over a two-year period, with such behaviour particularly common in the public sector.[2]
- In a study of Australian workers, researchers from Edith Cowan University found that 70 per cent had experienced rudeness or mistreatment by their coworkers.[3]

A Canadian study by Bar-David Consulting and Canadian HR Reporter shows incivility affects key business indicators as reported by Human Resource professionals:

- 90% say it hurts collaboration
- 78% say it affects talent retention
- 52% say it affects brand reputation
- 92% agree incivility has negative effects on productivity
- 80% report an impact on absenteeism[4].

Data collected from employees from various organizations in Singapore showed that incivility is not a rare phenomenon in Asian cultures.[5]

I could go on and on. Incivility is a problem in workplaces all over the world, and for the past 17 years, the Civility Experts Team has been offering cutting-edge civility solutions to organizations big and small all around the world. As the leading experts in the field, we are proud to offer—in partnership with our current 56 affiliates representing 24 countries—a remedy for incivility. Providing strategic civility solutions including assessments, initiative packages, coaching, training, evaluation and ongoing supports including a range of online options, inoculates organizations and helps them manage the incivility virus. Becoming a Certified Civility Trainer (CCT®) and joining the Civility



Experts Worldwide Franchise Group offers you all the supports, materials, credibility and information you need to build a successful thriving training business and meet the growing demand for respect at work in organizations all over the world. Being a part of the civility solution is a rewarding career choice on so many levels. Fostering kindness, respect and character—and living your personal values- while achieving financial security and professional credentials—what more could you ask for?

Choose civility today! Call me at 204-996-4792 or email me [lew@civilityexperts.com](mailto:lew@civilityexperts.com) to get started today.

Best regards,

*Lew Bayer*

[1] <https://hbr.org/2013/01/the-price-of-incivility/>

[2] <http://www.bbc.com/capital/story/20140401-how-rude-why-polite-pays>

[3] <http://www.sciencewa.net.au/topics/social-science/item/2174-reactions-to-workplace-incivility-explored/2174-reactions-to-workplace-incivility-explored>

[4] 2011 survey on workplace incivility by Bar-David Consulting and Canadian HR Reporter, <http://www.benefitscanada.com/benefits/health-wellness/benefits-column-the-impact-of-workplace-incivility-62273>

[5] <http://www.ncbi.nlm.nih.gov/pubmed/21280947>

# Demand for SOCIAL COMPETENCE TRAINING Increasing

“Over the past 36 months, we have experienced a significant increase in requests for workplace civility training. Among other factors, we attribute this an increased awareness about the consequences of bullying and other uncivil behavior, to global business trends, and to a general heightened social conscience.”

~ Lew Bayer, President, Civility Experts Worldwide

**TRAINING PROGRAMS EXCLUSIVE TO CIVILITY EXPERTS WORLDWIDE now offered to Franchisees**

### Etiquette Dining

Whether it's a holiday party or the end-of-year celebration, a formal dinner is a great way to celebrate your success. In Good Company Etiquette, you'll learn the proper dining and social etiquette for the occasion. This course covers everything from the proper way to use silverware to the art of conversation. You'll also learn how to make a toast and how to give a toast. This course is perfect for anyone who wants to improve their social skills and make a great impression at any dinner event.

**OBJECTIVE:** For wedding parties, family gatherings, elegant dinners, holiday parties, or end-of-year celebrations, you'll learn the proper way to use silverware, how to make a toast, and how to give a toast. This course is perfect for anyone who wants to improve their social skills and make a great impression at any dinner event.

**REGISTRATION:** \$99.00 per person - Four courses and materials included. To register, contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113.

### Executive Finishing School

**CERTIFICATE IN SOCIAL COMPETENCE**

Recent graduates of Harvard University suggest that because of their success in work and in life, the 80% confidence and social skills training in Social Competence is an essential component of the program. The program covers up to 80 hours of in-class training which includes: Personal Branding, Business Fundamentals, Professionalism, Interviewing, Negotiation, and Public Speaking. The course includes a comprehensive manual and access to our online resources.

**WHO SHOULD ATTEND?**

- Individuals entering the workforce
- Subordinates or managers
- Employees transitioning to leadership positions
- Human resources or workplace trainers looking for new training tools

**PROFILES:**

- Individuals in a variety of industries
- Managers, Supervisors, and Executives
- Individuals in sales and marketing
- Individuals in customer service and support
- Individuals in human resources
- Individuals in business development

**LEARN:**

- How to create a personal brand and how to use it to your advantage
- How to create a professional resume and cover letter
- How to create a professional LinkedIn profile
- How to create a professional business card
- How to create a professional email signature
- How to create a professional business plan
- How to create a professional budget
- How to create a professional business proposal
- How to create a professional business plan
- How to create a professional budget
- How to create a professional business proposal

**TOPICS COVERED:**

- Personal Branding
- Business Fundamentals
- Professionalism
- Interviewing
- Negotiation
- Public Speaking

**ONLY \$295 US!**

Contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113

### High Impact WRITING ETIQUETTE

LESSON 01  
From the Civility in the Workplace Trainer's Kit Series

### Find Your BRILLIANCE!

In Good Company Etiquette Academy is pleased to host the FIND YOUR BRILLIANCE sessions at 192 Tache, REGISTERS at [www.ingoodcompanyetiquette.com](http://www.ingoodcompanyetiquette.com) or contact [julian@brillianceinthemaking.com](mailto:julian@brillianceinthemaking.com)

Bring the best of you! A Good Company Etiquette Academy session is a unique opportunity for you to shine. You'll learn the proper way to use silverware, how to make a toast, and how to give a toast. This course is perfect for anyone who wants to improve their social skills and make a great impression at any dinner event.

**REGISTRATION:** \$99.00 per person - Four courses and materials included. To register, contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113.

### FINISHING SCHOOL

Real beauty comes from within.

Whether it's a high profile executive dinner meeting, a fundraising reception or client appreciation night of work, your reputation is at stake if you don't know how to behave properly in social situations. Join Candace's Civility Experts for dinner and social training on your networking and social skills while enjoying a beverage, some appetizers and a toast.

**REGISTRATION:** \$99.00 per person - Four courses and materials included. To register, contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113.

### Modern Guidelines for Mixing BUSINESS and Pleasure

Whether it's a high profile executive dinner meeting, a fundraising reception or client appreciation night of work, your reputation is at stake if you don't know how to behave properly in social situations. Join Candace's Civility Experts for dinner and social training on your networking and social skills while enjoying a beverage, some appetizers and a toast.

**REGISTRATION:** \$99.00 per person - Four courses and materials included. To register, contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113.

### CIVILITY WORKS!

Reinforcing the Training Of Success At Work And Life

Companies that invest in social competence training among employees are 20% more likely to have higher employee engagement, and 20% more likely to report increased turnover.

73% of workers believe the workplace is becoming more uncivil, and 67% believe there is a strong need for civility training.

**Key Points Covered:**

- Defining civility and why it is so important
- Understanding the three "C's" of civility: Courtesy, Consideration, and Candor
- Practicing five habits that build civility

Have an understanding of how your behavior can impact others.

### TAKE YOUR COURTESY TO GO

You can boost your social confidence in minutes with **MannersTV**

73% of people polled said they frequently don't feel confident in social situations. The number one reason for this lack of confidence... not knowing the expectations for common courtesy. 84% of people polled said they want to be confident, courteous and in control in social settings.

**QUESTIONS:**

- How do you create a professional brand and how to use it to your advantage?
- How do you create a professional resume and cover letter?
- How do you create a professional LinkedIn profile?
- How do you create a professional business card?
- How do you create a professional email signature?
- How do you create a professional business plan?
- How do you create a professional budget?
- How do you create a professional business proposal?

**REGISTRATION:** \$99.00 per person - Four courses and materials included. To register, contact: [HighImpact@CivilityExperts.com](mailto:HighImpact@CivilityExperts.com) or phone 817-476-0113.

Contact  
pr@civilityexperts.com  
for pricing

# *It Pays to Be Polite;* Start your civility training business today!

**DREAMING OF BEING YOUR OWN BOSS?** The Civility Experts Worldwide Franchise opportunity offers a low-risk, low financial investment, ready to go business package that will enable you to live your values while you live your dream of being a successful entrepreneur.

There are four Licensing OPTIONS to choose from:

- Option #1: Materials only – à la carte kits with usage and first party duplication license.
- Option #2: Civility at Work® Certification package – includes one core and five add-on signature Civility at Work training kits plus training and Trainee starter kit, practice exam, coaching and supports.
- Option #3: IGC “Portable” Franchise License – (without permanent site) – includes all components of Option #1 & #2, logos, websites, etc. Distance training and option to attend five day Live Franchise/Trainer (travel expenses not included), branding package, affiliate status, first right of refusal for protected territory, and much more.
- Option 4: Trainer Reseller Franchise License – (without permanent site) – includes all components of Options #1 to #3 plus Train the Trainer Reseller and/or protected expanded Territory with Territory Reseller rights.

COMPONENTS THAT ARE INCLUDED in the most popular package – the “Portable” LICENSE PACKAGE:

- Training-live at scheduled Trainer event, and informal by distance for training for up to 12 months; Trainer manual and trainee workbook (est. 600 pages content)
- Co-delivery and marketing of your first Trainer event
- Copyright training content; 10 signature Civility at Work training kits (est. 1200 pages curriculum); Core Civility Works curriculum, and choice of two additional signature kits
- ICTC membership, and exam leading to certification
- Marketing and sales templates; social media marketing support
- Unlimited access to briefing and training webinars
- Logos and branding supports
- Branded webpage with booking platform
- Use of Business name
- Speakers Bureau listing
- E-books (four)
- Practice exam, exam coaching, and exam fees covered
- Affiliate relationship and reach to 23 countries
- First right of refusal for Exclusive Business Trainer license for designated city and/or neighbouring (expanded territory)
- Seven proven revenue stream options – EIGHT revenue streams when you add “exclusivity” to your License, NINE when you add Reseller options

With the Civility Experts Worldwide coaching package that comes with most Franchise and License packages, you will have everything you need to start building your business – we share insider knowledge, best practices and lessons we’ve learned over 17 years in the field. We share success strategies that helped us become the leading civility training company in the world. Business coaching topics include:

- how to maximize your earnings through up to nine proven revenue streams
- organizational civility assessments
- customizing core civility curriculum
- evaluating training
- using our proven “profit plan” to build better margins
- leveraging assets you may not even realize you have
- presentation and proposal templates
- marketing strategy and supports
- media training – including how to do a great interview
- business writing basics – writing bios and press releases
- customizable advertising and promotional pieces
- live training supports
- branding basics
- ongoing webinars and online coaching
- insider tips to help you prep for, and pass, the ICTC Certification exam

## **WANT TO LEARN MORE ABOUT THIS EXCITING OPPORTUNITY?**

Complete and send us the Confidentiality agreement on page 5 and we’ll send you pricing information and samples!

# TAKE THE FIRST STEP TOWARDS STARTING YOUR OWN CIVILITY TRAINING BUSINESS TODAY

Complete the attached  
confidentiality agreement,  
send to  
[pr@civilityexperts.com](mailto:pr@civilityexperts.com)  
and we will send you  
details about fees  
and franchise options

**CONFIDENTIAL**

## CONFIDENTIALITY AGREEMENT Between the Parties

[Redacted]  
(Perspective Civility Experts Worldwide Affiliate/Licensee and/or Franchisee)

Principal and Founder

Address:

And

**Lew Bayer (Lisencensor)**

President

CivilityExperts.com –a division of COCC

Canada 1-204-996-4792

Please direct questions regarding this information to

[lew@civilityexperts.com](mailto:lew@civilityexperts.com)



Dated:

### **Non-disclosure/Confidentiality**

**Regarding:** Proposed ideas, costing, strategies, sources, methods and other details discussed verbally, electronically or in print related to Civility Experts Worldwide Affiliate/Franchise package components.

a) The above listed parties agree that the content, times, and terms of all communications, ideas, drafts, shared materials, and potential agreements discussed and/or negotiated between the parties agreement are to remain confidential. This confidentiality continues regardless of whether the parties negotiate a final deal or not.

b) In addition, any documents, voicemails, fax documents, e-mails, conversations, materials or quotes between the parties are strictly confidential and the contents will not be discussed, duplicated, copied, forwarded, or translated for review, feedback, or use by a third party with the exception of the immediate family and legal advisors of the parties.

c) Any personal information, financials, pricing, methodology, strategies, or any other details specific to the parties or the business at hand between the parties will be held in strictest confidence by the parties.

d) Any/all copyright materials that may be shared with the Perspective Affiliate as sample or test materials and/or as gift or training tools remains the intellectual property of the Lisencensor and may not be duplicated, or distributed in any way by the Perspective Affiliate.

e) Discussions between the parties regarding future agreements, and/or any decision to work together or not to work together; will be discussed only between the parties and no other designate of or other affiliate companies of either party with the exception of immediate family, and/or legal representatives and confidentiality is extended to such parties. If the parties determine not to work together, they will not discuss the reasons for this decision, or details of negotiations, terms or draft agreements with any 3<sup>rd</sup> parties aside from legal advisors.

Dated:

Lewena Bayer (Via electronic signature and witnessed by Lauren Capri)

Lew Bayer for Civility Experts Worldwide and In Good Company- divisions of COCC

Representing – Perspective Affiliate/Licensee

# Mastering the Business of Civility

## Success Strategies from Leaders in the Field

Civility Experts Worldwide is pleased to offer

# THE "MAVERICK" SERIES®

Mastermind Development Sessions for Elite Civility Trainers

Remember that  
80% of success  
is showing up.  
Take a chance, meet  
the challenge.  
Engage, Interact,  
and then Implement  
what you learn.

*"These intensive events offer opportunities to learn success secrets and best practices that can significantly impact your ability to be successful in your business. I will personally be sharing some of my top brand-building secrets and work with you to overcome some of the biggest challenges facing practitioners in the civility and etiquette training field today. My commitment is to give you at least \$5,000 in value in the two days we'll be together. I know there's a "Maverick" in you and I hope you'll join us".*

Lew Bayer, President Civility Experts Worldwide

### Who should attend?

- Civility Experts Worldwide Affiliates
- In Good Company Academy Franchisees
- Consultants just starting out as Civility or Etiquette Trainers
- Human Resources personnel and/or Workplace Trainers who teach respect, social intelligence or communication in their workplace
- Entrepreneurs who work in training the training field

## REGISTER NOW!

**ONLY MAXIMUM OF 15 PEOPLE ACCEPTED!**

**FEE is only \$499 US for Civility Experts Affiliates and \$899 US for non-affiliates, for two full days of Elite level training to help you grow your business!**

**You will leave with at least \$5,000 worth of consulting and tools you can use right now to be successful and make more money (meals and materials included).**

Each participant at the Civility Maverick Mastermind sessions will be able to look at where he/she is right now, and forecast how, within 6 months of attending this event your business is going to change.

This mastermind intensive is limited to a maximum of 15 people so make sure you sign up now – using the Registration form provided. We look forward to seeing you there!

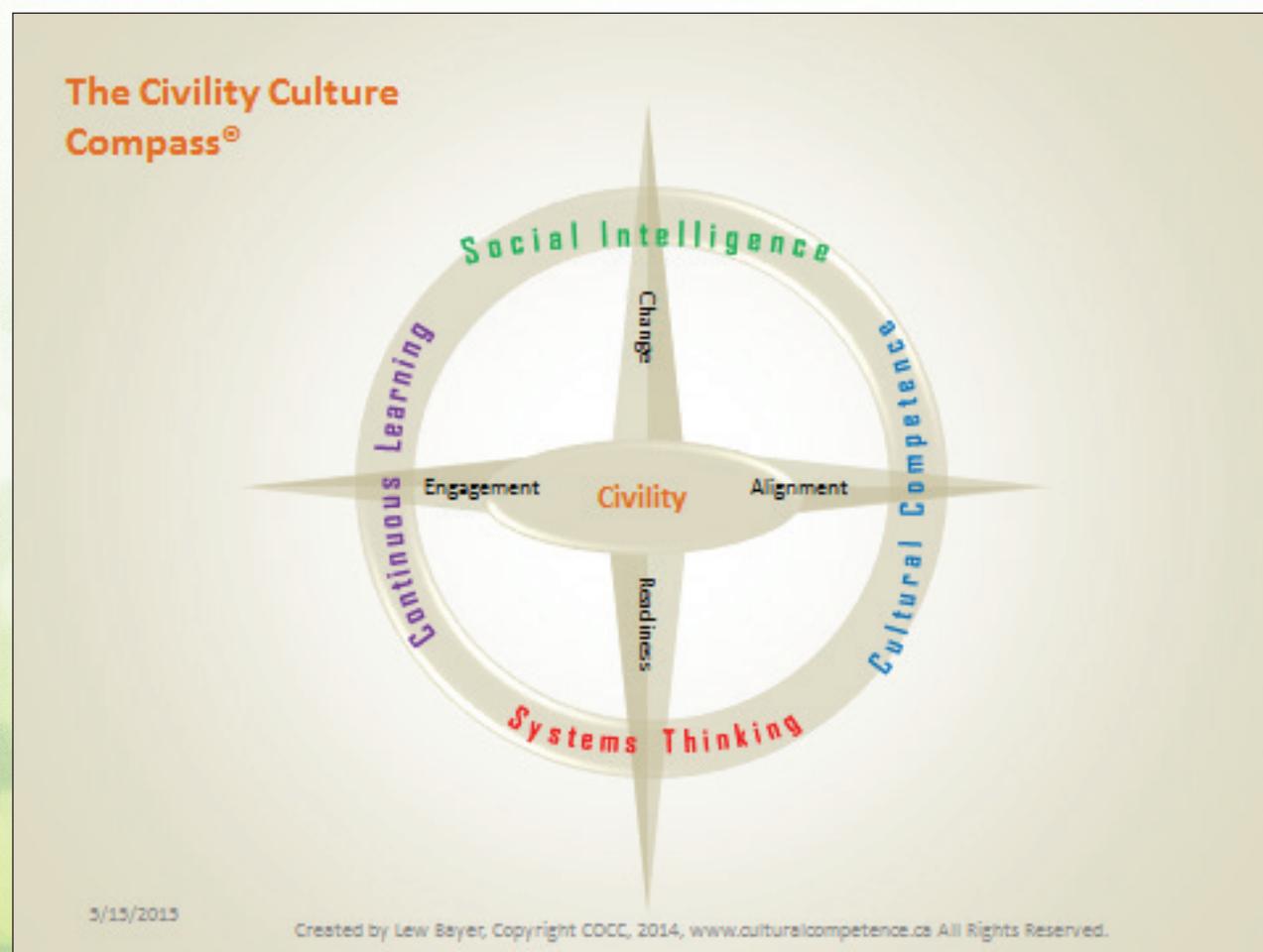
To Your Success,  
Lew Bayer

# CIVILITY is NOT a “soft” skill

## INTRODUCING THE GROUNDBREAKING CIVILITY COMPETENCY MATRIX®

**Thinking about being civil is just not enough.** In order to build a culture of civility, organizations need to build the skills that enable leadership and employees to exhibit civility every day – on the job. Building on 17 years of field experience teaching civility in workplaces all over the world, the team at Civility Experts Worldwide has come to understand that there are four key skill areas that support the ability to be civil. These four skill areas are the focus of the Civility Competency Matrix® – a ground-breaking civility trainer’s tool that is part of the Civility Culture Compass® Training Program.

If you are a Human Resources Professional, Workplace Coach, or Professional Trainer who trains in the field of Civility or related topics, and you would like to learn how you can become certified to use the Culture Compass program®, contact us at [pr@civilityexperts.com](mailto:pr@civilityexperts.com) today.



# Pretty is as Pretty Does

## Image is still important to business success

### HIGH STYLE IMAGE CERTIFICATE PROGRAM

**In Good Company Texas** is pleased to launch *High Style Image Certificate Program*. This course will be delivered at the St. Stephens Campus, 2700 McPherson Ave., Fort Worth, TX 76109.

Graduates have the option of applying credits from the High Style program towards achieving their INTERNATIONAL CERTIFIED IMAGE PROFESSIONAL® (ICIP®). This certification is recognized internationally by the Image Flair Academy in Singapore and currently available only in Singapore, USA, and in Canada through **In Good Company Texas**, the authorized US distributor of the program. The *Certified Image Professional Train-the-Trainer* program offers a comprehensive package including image, style, grooming for men and women, color and body shape analysis, combined with personal shopping, marketing, business basics skills all rolled into one certification.

Five modules and a guidebook on image which covers:

- Colour Analysis
- Style Analysis
- Fashion Personality Style
- Creating a Personal Brand
- Personal Shopping
- Grooming for Men
- Presentation and Public Speaking
- Opportunity to be subcontracted by HighStyle to deliver training ongoing. Credits towards the International Certification Program with reduced fees on registration.

#### High Style Image

Time: 9:00 am-4:30 pm

*Four course dinner, photo shoot and all materials included*

**Choose Session #1 (April) or Session #2 (October):**  
Monday Apr 13, Tuesday, Apr 14, Wednesday, Apr 15  
Monday Oct 19, Tuesday Oct 20, Wednesday Oct 21

#### \$1,600.00 US/person

Includes three course dining tutorial, image profile, personal style/branding wardrobe consultation, make up, gifts and materials.

**To register contact:**

**Misty Harris at**  
[ingoodcompanyetiquette@gmail.com](mailto:ingoodcompanyetiquette@gmail.com)

or

**phone 817-476-0138**



The expert team from the  
In Good Company Texas  
will be co-facilitating  
the training!

Register at [www.ingoodcompanytexas.com](http://www.ingoodcompanytexas.com)

# Culture Coaches are helping employers navigate diversity in the workplace

Research shows that many North American businesses will have at least 15 cultural groups represented in their work teams by 2017. There are many benefits of diversity in the workplace including increased civility, innovation, team-orientation and problem-solving – however, we have to learn to work well together before we can leverage these benefits. Culture Coaches offer training and insight to help organizations navigate diversity in the workplace. If you are already a Trainer, why not add a Culture Coach® to your offerings? And if you are considering a Civility Experts Franchise – the Culture Coach certification and program materials are offered to you as a bonus program when you pay your franchise fees in three payments or less.



CULTURE COACH™

## Your Customized Culture Coach® Toolkit Includes:

- Cultural Competence Assessment you can use to identify training needs
- The Cultural Compass® Matrix and Leader's instructions
- A core content "Culture at Work" Lesson plan you can use as an orientation/introduction to Culture at Work for your clients.
- 7 comprehensive ready-to-use Civility Experts Culture at Work® Lesson Plans complete with instructor notes, participant handouts and answer keys.
- 10 hours of basic training by distance via Culture Conversations Webinars delivered by Culture Coach® Janet Desautels
- Special rates on add-on Civility at Work® Training Kits
- 12 month membership with the Culture Coach® and the International Civility Trainers' Consortium (ICTC) which offers communication opportunities with civility/culture trainers all over the world, free sources and a multitude of resources.
- Discounted rates on Country Etiquette and Protocol reports
  - Certificate of completion
  - Revenue opportunity via referral and resale links

### Email

[info@culturalcompetence.ca](mailto:info@culturalcompetence.ca)  
for more information

## Customized International Culture

# COACH'S TOOLKIT

### WHAT DOES A CULTURE COACH™ DO?

- Assists your organization recruit and retain a skilled immigrant workforce
- Provides your work team and/or clients with cultural information, protocol or business etiquette details to help you increase your international market share?
- Provides culturally-specific training tools and programs to help new employees transition to your workplace, or while representing your company abroad
- Assists with tools and resources to manage diversity and foster effective cross-cultural communications in your workplace
- Offers diversity, cultural competence, civility, or social intelligence training to your work teams or need toolkits and trainer programs that would enable your in-house trainers to deliver this training?

A customized CULTURE COACH™ toolkit can provide you with all the above timely and cost-effective solutions!

**BONUS**

Order before **December 31, 2015** and receive a complimentary one year membership to MannersTV – 24/7 access for 12 months to MannersTV – 32 video lessons on North American etiquette and social protocol!

One-time fee  
**\$1,200.00 CDN plus tax.**  
VISIT [www.civilitystore.com](http://www.civilitystore.com)  
to order now!

[www.culturalcompetence.ca](http://www.culturalcompetence.ca)  
1-877-810-0278 [info@culturalcompetence.ca](mailto:info@culturalcompetence.ca)

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# Earn your CCT® Designation: ICTC Certification



Civility Experts Worldwide is pleased to offer several ICTC Validated Train the Trainer programs. You can earn the following designations:

Certified Culture Coach®

Master Certified Civility Trainer® (MCCT)

Courtesy Coach®

Certified Civility Trainer® (CCT)

Elite Certified Image Coach® (ECI)

Social Competence Trainer® (SCT)

Civility Experts Worldwide and the International Civility Trainers' Consortium are pleased to offer the following Train the Trainer and Social Skills Programs in Canada and the USA in 2015 and 2016

**NOTE: We are adding dates ongoing, so please contact us at [PR@civilityexperts.com](mailto:PR@civilityexperts.com) for more information if you cannot attend the dates below.**

## FORT WORTH, TEXAS – October 2015

TRAIN THE TRAINER	Civility at Work® Trainer Certification Course	October 18 – 21, 2015 9:00 am – 5:00 pm	\$3250.00US for 4 full days plus dining etiquette, image consultation and networking session; travel and accommodation not included. Contact: <a href="mailto:events@civilityexperts.com">events@civilityexperts.com</a>
IMAGE TRAINER	High Style Image® Certificate Course	April 13 – 15, 2015 OR October 19 – 21, 2015 9:00 am – 5:00 pm	\$1600.00US for 3 days includes photos, private consult and starter materials; travel and accommodation not included. Contact: <a href="mailto:events@civilityexperts.com">events@civilityexperts.com</a>

NEW YORK, NY, USA – anticipated for November 2015 – please contact us for details.

## TRAIN THE TRAINER & CEW FRANCHISE TRAINING WINNIPEG, Manitoba CANADA – December 2015 and/or April 2016

TRAIN THE TRAINER	Civility at Work® Trainer Certification Course	November 29 – December 2, 2015 9:00 am – 5:00 pm OR April 17 – 21, 2016	\$3250.00US for 4 full days plus dining etiquette, image consultation and networking session; travel and accommodation not included. Contact: <a href="mailto:events@civilityexperts.com">events@civilityexperts.com</a>
FRANCHISE TRAINING	Civility Experts Worldwide – Winnipeg Head Office	December 6 – 8, 2015 April 13 – 15, 2016 OR June 16 – 18, 2016	Included in Franchise Fee.
IMAGE TRAINER	High Style Image® Certificate Course	November 30 – December 2, 2015 9:00 am – 5:00 pm OR April 23 – 25, 2016	\$1600.00US for 3 days includes photos, private consult and starter materials; travel and accommodation not included. Contact: <a href="mailto:events@civilityexperts.com">events@civilityexperts.com</a>

**WE ALSO OFFER DISTANCE TRAIN THE TRAINER PROGRAMS- please contact us [pr@civilityexperts.com](mailto:pr@civilityexperts.com) and we can send you a brochure, or visit us at [www.civilityexperts.com](http://www.civilityexperts.com)**



# Gift Certificate

To the Bearer: \_\_\_\_\_

**\$500.00 off a full-day Civility Training Workshop**

contact [Pr@civilityexperts.com](mailto:Pr@civilityexperts.com) to redeem

Reference code FR2015

à la carte training kits available at [www.civilitystore.com](http://www.civilitystore.com)



[www.civilityexperts.com](http://www.civilityexperts.com)

## Buy Civility Lessons & Toolkits

[www.CivilityStore.com](http://www.CivilityStore.com)

