

The 30% SOLUTION

THE BUSINESS CASE FOR CIVILITY

Presented by

CIVILITY EXPERTS INC.

Worldwide

This is a 7.5 hour intensive workshop highlighting how civility at work can increase profitability, retention, and engagement. The workshop content is based on research and insight captured in **The 30% Solution** – a new book by internationally acclaimed civility expert Lew Bayer. Session participants will gain invaluable tools they can start to use immediately to assess, train, and build civility competencies in their workplace.

Who should attend the program?

- *Business owners
- *Educators
- *Workplace Trainers
- *Managers and/or Supervisors
- *Human Resource Professionals
- *Consultants

Program Components:

- Trainee workbook
- Masters File
- Recommended Reading List
- Pre-work and Homework files (optional- recommended for organizations that are implementing a civility initiative in their workplace)
- Power Point file
- Sources and Resources Listing

26 percent of people have quit a job because it was an uncivil workplace.

According to Businessinsider.com ...

80% of people are dissatisfied with their jobs

In the Baltimore Workplace Civility Study, **83% of respondents agreed that it was “very important” to their well-being, to their health, to their performance, and to their job satisfaction to work in a civil environment**

Research by Weber and Shadwick, showed that the benefits of civility include **up to 30% more revenue than competitors and four times increased likelihood that employees will be highly engaged.**

AGENDA and Topics Covered:

Timeline	Topics
9:00am-9:15am	Welcome, Introductions, Learning Objectives, and distribution of training materials.
9:15am-10:40am	<ul style="list-style-type: none"><input type="checkbox"/> Overview of the world of work-current condition.<input type="checkbox"/> Introduction of civility as a solution<input type="checkbox"/> Defining civility
10 minute break	
10:50am-12:00noon	<ul style="list-style-type: none"><input type="checkbox"/> The business case for civility<input type="checkbox"/> Benefits and measurable impacts<input type="checkbox"/> Civility as a change imperative<input type="checkbox"/> Getting started building a culture of civility
45 minutes for lunch	
12:45pm-2:00pm	<ul style="list-style-type: none"><input type="checkbox"/> Assessing civility<input type="checkbox"/> The Civility Culture Compass© ; 4 conditions that underpin success<input type="checkbox"/> The Civility Competency Matrix – introduction to the 4 core competencies
10 minute break	
2:10pm-3:30pm	<ul style="list-style-type: none"><input type="checkbox"/> Putting it all together- build your toolkit<input type="checkbox"/> Next steps<input type="checkbox"/> Continued learning options
3:30pm-4:30pm	Wrap up, Q & A, and concluding statement

Participants receive a copy of *the 30% Solution*- international bestselling book by Lew Bayer.