



Civility at Work™ Train-the-Trainer **FREQUENTLY ASKED QUESTIONS**

This certificate program was created by Civility Experts Worldwide and is approved by the International Civility Trainers' Consortium.

ABOUT THE TRAINER PROGRAM PROCESS:

Here is how the program works:

1. Once you have completed your registration form, submitted it to ken@civilityexperts.com and paid your fees, the Civility Experts program administrator will send you the following:

- A status letter detailing your acceptance into the program and outlining the requirements to achieve certification.
- A Dropbox folder where all your documents will be stored, including:
 - Copy of your contract
 - Your bio and photo
 - Logos for your use
 - The Curriculum kits and support documents that go with your program
NOTE- it is recommended that you save/store all your homework and trainee modules in this Dropbox folder; we send you files ongoing as you make your way through the program.
- Orientation to the program email with recorded clip you should watch and
 - Overview of the program
 - Overview of the Civility at Work Curriculum
 - Outline of the Online Courses included in Civility at Work Distance Program
- A welcome email containing your passwords and login information for the ICTC Civility and Culture resource center at www.InternationalCivilityTrainer.com
- Login in and details for MannersTV.
- You will receive:

- Pre-training assignment
 - 6, e-books that are required reading
 - Power Suit, Power Lunch, Power Failure
 - Pass the Promotion Please
 - P's and Q's for Profit
 - The Power of Civility
 - Bring a Dish to Pass
 - Community Weaving
 - A list of additional Recommended Reading
 - Training Plan template
- A link and list of Optional Train-the-Trainer Webinars. These are housed at www.civilityexpertsonline.com You will have the option of logging in and completing these online courses when it is convenient for you.
 - As an affiliate of Civility Experts you will also receive invitations to ongoing online LIVE Affiliate Coaching webinars.

It is recommended that you review these documents, online courses, resource materials and websites and start compiling information and reference material to add to your lessons and increase your general knowledge.

3. Once you have completed the program requirements and submit your Status letter to ken@civilityexperts.com, Civility Experts' team will present you with your Certificate of Achievement for Civility at Work®- this letter acknowledges that you have completed classroom hours that can be attributed to your certification requirements. You will be forwarded a practice exam for ICTC Certification. You will also receive the Civility Experts Affiliate and ICTC logos which you should post on your webpage to acknowledge that you have been trained by Civility Experts and that you are a candidate for validated Certified Civility Trainer status.

4. For 12 months after completing the Trainer course, you will have the option of buying additional civility training tools, or taking another Trainer course, for example Children's Character, Confidence and Courtesy™ by distance/self-study at a special rate- you can buy any of these items through the www.civilitystore.com site- or contact jessica@civilityexperts.com for additional information.

WRITING THE ICTC CERTIFICATION EXAM

Once you feel ready, and you have studied the practice exam, you can take the ICTC Certification Exam- the exam is 300 Questions- open book. Send a note to events@civilityexperts.com and you will be sent the exam and have 24 hours to complete it and send it back by email or by fax.

In addition, to achieve certified status, you must send 3 letters of reference/verification for 2 civility/etiquette presentations you have done in the past 6 months, and then your exam, and reference letters will be reviewed by an ICTC panel of Master Trainers; you will be contacted for a telephone or Skype interview, and the decision to award (or suggestions for areas you need more study) will be made within 3 weeks of your completing the exam. If you pass all the requirements, you will be sent formal notice of certification and you will be listed as a Certified Trainer with ICTC (This is the CCT™ designation.)

RECOMMENDED READING (Partial List):

- ❖ Benet Davetian; History of Civility
- ❖ Dr. P. Forni's books; Choose Civility and Civility Solutions
- ❖ Karl Albrecht and/or Daniel Goleman Social Intelligence and Albrecht's new Practical Intelligence
- ❖ Peter Block; Community
- ❖ Bayer et al; The Power of Civility
- ❖ Stephen Covey; Speed of Trust for etiquette
- ❖ Anything from the Emily Post Institute
 - For Culture; Brooks Peterson- Cultural Intelligence and Kiss, Bow or Shake Hands
 - For Children; How Rude by Packer, is always a great choice
 - For Image; Anything by Trinny and Suzanna

ABOUT THE OPTIONAL WEBINARS:

There are estimated fifty-two, 5-15 minute video "Snapshot" sessions pending- these will be made available to affiliates beginning January 1, 2016 on our YouTube channel. Please contact ken@civilityexperts.com for links and information.

For recordings of LIVE coaching sessions or to log in LIVE, please visit www.civilitywebinar.com support/coaching sessions that you can join in progress or download at a time convenient for you, you can check the schedule at www.civilityexperts.com or visit www.onlinecivilitytraining.com for details- there is no cost to you to take any of these webinars. Keep in mind, they are supplemental training- you must attend the Civility Experts 4-day program to achieve certificate status.

ABOUT ICTC:

What is ICTC?

ICTC stands for International Civility Trainers' Association - there are several Trainer's from outside North America that are members. You automatically get membership with the s Trainer package- there is not extra cost to you.

If I complete and pass the exam does this give me an affiliation with IGC or ICTC logo you so that I can put the logo on my name card which might give more credibility to the classes I give? *When you pass the exam you are certified by ICTC and yes, you'd have access to that logo and could list yourself as ICTC certified.*

ABOUT THE CERTIFICATION EXAM:

If I would like to do the exam for ICTC certification does the training course give you all the information you would need to pass the certificate exam or is the information found elsewhere? *Yes- the Civility at Work Trainer Certification exam is 300 questions- we send you 50 of them as a practice exam. The exam is open book. Because the exam is open book, we actually encourage trainees to use the Internet to find answers they don't know- once we send you the exam you have 24 hours to complete it and send it back to us. Our goal is not really to pass/fail people- it is to ensure that people have a baseline of knowledge about civility and etiquette- we want to know that you are reading about it, that you have an opinion, that you could research or find sources and resources of related information if you needed to- to support your own business and build lesson plans if necessary etc. If you do all the required reading and review the lesson plans, you should have no problem passing the exam.*

WHAT IS THE DIFFERENCE BETWEEN BUSINESS COURSE AND CHILDREN'S COURSE?

Is the content of the train the trainer for the 'children's etiquette and character' course as well as 'civility at work' course basically the same? *Not really, some is, e.g., the lessons about starting a business, the lessons about marketing civility programs etc- but the business trainer also includes discussions on marketing, trends, presentation skills, civility issues, adult learning techniques, and information about how to deliver the children's content etc. These are not included with the business course- the focus of the business course is civility at work.*

Do the lessons provide everything I would need to teach this material to adults or are they just the lesson plans that I will need to follow to build and create my own materials from?

The lesson plans include instructor's notes, minute by minute lesson plans, quotes, sources, resources, and statistics, reference material you can use to add to or change the lessons, participant handouts and answer keys. Please review the sample lesson to see the format and approach used in all the business lessons.