



Building a Culture of Civility

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.

After completing the Organizational Civility Scale™, participants will engage in discussions and solutions-oriented activities towards:

- 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

Do you need this workshop? Take the quick self-assessment below – if you check off at least 3 symptoms- incivility may be an issue in your workplace.

- ❑ persistent miscommunication; nonresponsive employees, misunderstandings, arguments, withholding of information, lack of effective internal and external communication strategies
- ❑ diminished employee morale; negative attitudes, lack of energy, poor engagement, lowered corporate confidence and measureable lack of accountability
- ❑ decreasing productivity; lateness, laziness, reduced quality and quantity of output, diminishing collaborative effort
- ❑ increased customer service complaints; visible decrease in product and/or service standards
- ❑ growing gap in alignment between corporate goals and leaderships' abilities; lack of integrity and ethics
- ❑ inability for organization at one or more levels to adapt effectively to change
- ❑ growing cultural and communication barriers with/among employees and customers
- ❑ increased difficulty recruiting and hiring competent personnel
- ❑ inability to build and maintain capacity
- ❑ difficulty identifying and/or practicing core corporate values

Fees:

The fee for this comprehensive full-day workshop is \$3850.00 for up to 40 participants; fee includes the Civility Scale Assessment, workshop and all facilitator's travel and incidental expenses. Client will be responsible for providing copies of participant handouts.