

# Civility in the Workplace Workshop

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

## Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.
- Understand the costs of incivility, as well as the rewards of civility, within the workplace.
- Learn practical ways of practicing workplace etiquette.
- Learn the basic styles of conflict resolution.
- Learn skills in diagnosing the causes of uncivil behavior.
- Understand the role of forgiveness and conflict resolution.
- Understand the different elements of effective communication.
- Learn facilitative communication skills such as listening and appreciative inquiry.
- Learn specific interventions that can be utilized when there's conflict within the workplace.
- Learn a recommended procedure for systematizing civil behavior within the workplace.



For more information or to reserve your spot in this workshop, please contact:

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# CLASS CONTENT

## **Section One: Getting Started**

Workshop Objectives  
Pre-Assignment Review

## **Section Two: Introduction**

What is Uncivil Behavior?  
Three Reasons Why You Should Be Civil  
Dealing with Difficult Personalities  
Cost and Rewards  
Case Study

## **Section Three: Effective Work Etiquette**

Greetings  
Respect  
Involvement  
Being Politically Correct  
Case Study

## **Section Four: Costs and Rewards**

Incivility and the Costs  
Civility and Rewards  
Four Causes of Incivility  
How to Overcome It  
Case Study

## **Section Five: Conflict Resolution**

Collaborating  
Competing  
Compromising  
Accommodating  
Avoiding  
Case Study

## **Section Six: Getting to the Cause**

Examining the Root Cause  
Creating a Cause-and-Effect Diagram  
Forgiveness  
Benefits of Resolution  
Case Study

## **Section Seven: Communication**

Para-verbal Communication  
Non-verbal Communication  
Listening Skills  
Appreciative Inquiry  
Case Study

## **Section Eight: Negotiation**

Three Sides to Incivility  
Mediation  
Arbitration  
Creative Problem-Solving  
Case Study

## **Section Nine: Identifying Your Need**

Completing a Needs Analysis  
Focus Groups  
Observations  
Anonymous Surveys  
Case Study

## **Section Ten: Writing a Civility Policy**

Designating the Core Group  
Defining What is Unacceptable Behavior  
Defining the Consequence  
Writing the Policy  
Case Study

## **Section Eleven: Implementing the Policy**

The First Steps  
Training  
Addressing Complaints  
Enforcing Violators  
Case Study

## **Section Twelve: Wrapping Up**

Words from the Wise