

Civility in the Workplace Workshop

Course Duration 1 Day

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.

Course Objectives

At the end of the course participants will be able to:

- Define civility, understand its causes, and enumerate at least three of its behavioural 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 behaviour.
- 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 behaviour within the workplace.

Course Outline

Introduction

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

Effective Work Etiquette

Greetings
Respect
Involvement
Being Politically Correct
Cost and Rewards
Incivility and the Costs
Civility and Rewards
Four Causes of Incivility
How to Overcome It

Conflict Resolution

Collaborating

Competing
Compromising
Accommodating
Avoiding

Getting to the Cause

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

Communication

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

Negotiation

Three Sides to Incivility
Mediation

Arbitration
Creative Problem-Solving

Identifying Your Need

Completing a Needs Analysis
Focus Groups
Observations
Anonymous Surveys

Writing a Civility Policy

Designating the Core Group
Defining What is
Unacceptable Behaviour
Defining the Consequence
Writing the Policy

Implementing the Policy

The First Steps
Training
Address Complaints
Enforcing Violators