Course Overview:

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 Objective:

·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

Course Outline:

- What is Uncivil Behavior?
- Three Reasons Why You Should Be Civil
- Dealing with Difficult Personalities
- Cost and Rewards
- Effective Work Etiquette
- Being Politically Correct
- Costs and Rewards
- Four Causes of Incivility
- Getting to the Cause
- Examining the Root Cause
- Creating a Cause-and-Effect Diagram
- Forgiveness
- Benefits of Resolution
- Communication
- Negotiation
- Creative Problem-Solving
- Identifying Your Need
- Writing a Civility Policy
- Implementing the Policy

Who Should Attend:

Managers, team leaders and supervisors who are looking for performance improvements on both an individual and team basis

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation