

Civility in The Workplace

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 is losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this course introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behaviour, as well as different ways organisations can systematise 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:

- 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 utilised when there's conflict within the workplace.
- Learn a recommended procedure for systematising civil behaviour within the workplace.

