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CIVILITY WORKS!

Did You Know?

Companies that openly promote civil communication among employees earn 30% more revenue than competitors, are four times more likely to have highly engaged employees, and are 20% more likely to report reduced turnover.
Watson Wyatt Civility Survey

38% of workers believe the workplace is becoming more disrespectful, and that 67% believe there is a strong need for civility training.
Civility in America Poll

“Embedding a *“culture of civility”* in your workplace is the key to navigating challenges in the new world of work”

Key Points Covered

- ▶ Defining civility; the cost as well as the consequences of incivility.
- ▶ Understanding the 3 main reasons people are not civil- even when they know the risks.
- ▶ 5 best practices for fostering civility with your clients, coworkers and others.

Learning Outcomes

- ▶ Have an understanding of how civility can build trust and build your bottom line.
- ▶ Use 3 key ingredients to embed civility into your work and your life to communicate more effectively, build trust and encourage respect.
- ▶ Be able to implement 5 best practices for fostering civility with your clients, community and in general.
- ▶ Take-away sources and resources you can use immediately to build civility into your business.

This is a full-day session: Fees are \$3850.00 plus tax and any required travel expenses. Group size limited to 35 participants.



Presented By Lew Bayer, President
Civility Experts Worldwide

83 Affiliates in 24 Countries Around the World

Book now: pr@civilityexperts.com

Visit www.CivilityStore.com for add-on materials, e-books, lesson plans and more.