



# Civility Works

INTERNATIONAL INSTITUTE OF CIVILITY

## BUILDING SUCCESSFUL RELATIONSHIPS IN THE WORKPLACE

**There is a cost of rudeness to business!**

Recent studies suggest that rudeness in the workplace can significantly impact morale, customer service, productivity, and the bottom line. Increasingly consumers as well as employees are demanding courtesy and respect.

## **Morning Session - 9:00-noon**

9:00-9:15 – Welcome Attendees

Housekeeping Information

Introduction to Topic and its Importance and Relevance to the Work Environment

Speaker – Karen Mallett – Civility Works

9:15-9:30 – **Why Civility Training? Goals and Objectives for Session**

Goal: To improve organizational culture starting at the source: individual employees and their roles along with connecting service and civility to professionalism.

- To set an example for co-workers, build positive workplace relationships and increase client service satisfaction using civil behaviour
- Having “civility” help individuals achieve professional goals
- Be able to handle any situation with increased confidence
- Learn how reliable, positive behavior in the workplace is not only respected but expected
- Work to consistently exhibit the characteristics of a courteous professional
- Display positive, professional communication skills that are useful in print, on the phone, electronically, nonverbally, and face-to-face

9:30-10:00 – Is There a Cost of Rudeness to Business?

10:00-10:30 – Guidelines to Civility

10:30-10:45 Break

10:45 – 11:15 - General Business Communication – Group Assignment

- Communicate effectively and project credibility and competence through your actions, verbal and non-verbal communication

11:15 – 11:30 - Common Mistakes that Service People Make

11:30-12:00 – Workplace Communication Quiz

**Lunch – 12:00 – 12:30**

**Afternoon Session - 12:30 – 3:00**

12:30-12:45 – Meeting Expectations

12:45-1:05 – The Pressure is Building

- Discover how pressure points can be discovered and tamed

1:05-1:20 – Rate your verbal communication skills

- What are the communication skills that our organization can improve on to demonstrate to our clients (internal and external) that they've come to the right place?

1:20-2:00 – Group Discussion - How would you handle these scenarios?

- Scenarios to help with real life situations

Break 2:00 – 2:15

2:15 – 2:50 – Discuss answers and solutions to scenarios

- Relationship building inside and outside the office

2:50 – 3:00 - Revisit the Four E's of Civility

\*Every person in  
\*Every situation gets

**\*Exactly the same respect and consideration**  
**\*Every time**

Wrap up with question and answer periods.