

WORKSHOP: CIVILITY IN THE WORKPLACE

While a training event on manners and courtesy may seem like overkill, the reality is: rudeness has become an epidemic costing organizations unnecessary cost, time and stress. Indeed, what society seems to be gaining in terms of knowledge and technological advancement, we are losing ground on basic social values that directly impact productivity and job satisfaction.

To address the growing problem of incivility in the workplace, this workshop introduces the concept of civility, it's importance to organizations, as well as the causes of incivility and its effects. Skills necessary for practicing civil behavior, as well as different ways organizations can ensure civility in the workplace are explored, discussed and practiced. Participants explore the benefits and payoff of civil behavior and learn tools, methods and practices for ensuring civility in every aspect of the job.

There are a number of factors that inhibit organizations and individuals from achieving their maximum potential regardless of their technical or special skills. Those factors include:

- Poor verbal and non-verbal skills in interacting with other employees, supervisors and/or business partners
- Rude and distracting behavior at the office
- Failing to appreciate the contributions of others
- Inappropriate attire
- Poor manners on the phone, poor behavior in group settings and/or when interacting with customers
- Misuse of social media

This fast-paced 1-day workshop is intended for those needing to increase their influence and relationship success. There are many more habits that lead to incivility which may have a big impact on individuals and the overall productivity and success of the organization. Let us help you improve your image, performance and ability to build and sustain effective relationships.

Learning outcomes for this training include:

- ✓ Improved relationships with key customers, partners, and high-profile individuals
- ✓ A better personal image for you and your organization
- ✓ Improved communication up, down and across the organization
- ✓ Improved customer service and support skills
- ✓ A higher level of productivity and work morale

Past participants of this workshop have appreciated these practical skills for ensuring increased satisfaction and career success by refining their business etiquette and day-to-day behaviors increasing their ability to build and sustain effective workplace relationships.

StrategyWorks, Inc., an International consulting and training firm offers this workshop. Our Certified Business Etiquette and Social Skills Consultant is a highly sought after speaker and instructor. Past participants have evaluated this workshop as a thought provoking, useful course they can immediately apply to their lives.



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