

Civil Work Spaces®

DIRECT-DELIVERY PROGRAM

Welcome to the Civil Work Spaces® Program

Workplace incivility can compromise even the best of cultures. If not tamed skillfully, the negative effects of those low-intensity, rude, or discourteous behaviors that occur wherever humans work together will impact everything that matters: productivity, performance, customer service, collaboration, and engagement.

But how do you cultivate a culture of civility?

The Civil Work Spaces® program brings top-notch facilitators to deliver the best civility-boosting training solutions right to you. Built on the foundation of the Respect On-the-Go™ toolkits, your organization can offer its leaders and staff civility-boosting training, rich with strategies, insights, and action-planning activities.

5 Key Reasons to Choose the Civil Work Spaces® Direct-Delivery Program:

- 1. EXPERIENCE TOP-NOTCH FACILITATION.** Our highly qualified facilitators will set you up with the right program/s for your needs and deliver them to your leaders and staff worldwide.
- 2. BUILD CAPACITY, STRENGTHEN CULTURE.** Enrolling leaders and staff in the Civil Work Spaces® training fosters a culture of respect and collaboration by boosting participants' respect-related competencies.
- 3. EMBED THE KNOWLEDGE.** The Civil Work Spaces® program boasts unique features designed to ensure that the learning and strategies are embedded into the culture after the training has ended.
- 4. PREVENT MORE SERIOUS FORMS OF RESPECT VIOLATIONS.** A focus on taming lower-intensity incivility helps reduce the occurrence of harassment and bullying.
- 5. PROVIDE PERSONALIZED STRATEGIES.** Program participants complete a pre-training Personal Respect Barometer™ assessment and receive high-octane, individual strategies based on their assessment results.

Civil Work Spaces® sessions are **interactive, content-rich learning events that motivate participants to feel, think, and act differently with regard to workplace incivility.**

Contact us today at info@CivilWorkSpaces.com to discuss how the Civil Work Spaces® Program can help you.



Who should purchase the Civil Work Spaces® program?

The Civil Work Spaces® platform is ideal for organizations of any size that endeavor to:

- Create a culture of civility and respect;
- Develop managers' competencies in identifying and taming workplace incivility;
- Motivate frontline staff to become more active contributors to a civil workplace culture;
- Achieve better business results powered by strong teamwork, collaboration, and high performance.

Participants in Civil Work Spaces® sessions will:

- Define workplace incivility;
- Map key effects of workplace incivility;
- Discover the principles of leading by example;
- Explore strategies for fostering professional behavior;
- Learn to provide feedback on uncivil behavior;
- Acquire best practices for delivering thoughtful apologies;
- Develop a personal Action Plan.

What does the Civil Work Spaces® training program include?

- ✓ **Upfront consultation.** A discovery conversation allows you to share concerns and objectives and together with us determine appropriate solutions and actions.
- ✓ **Ready-to-go** training program.
- ✓ **Resources:**
 - **Personal Assessment.** Participants complete the Personal Respect Barometer™ assessment and receive personalized results, complete with eye-opening improvement strategies.
 - **Participant guides.** These guides include an abundance of exercises and resources to implement the learning in your organization.
 - **Respect On-the-Go™ toolkits.** A robust, quick reference tool to embed the learning and boost participants' civility-related proficiencies

For your free, no-obligation
discovery conversation,
contact us today at
info@CivilWorkSpaces.com

