

# Civil Work Spaces® TRAIN-THE-TRAINER PROGRAM



## About the Civil Work Spaces® Train-the-Trainer Program

Workplace incivility is a culture-eroding force that occurs wherever humans work together. It flies under the organizational radar. If not addressed, incivility will impact productivity, performance, customer service, collaboration, and engagement.

Civil Work Spaces® Certified Facilitators are taught to lead interactive, content-rich learning events that motivate participants to feel, think, and act differently with regard to workplace incivility. Jam-packed with strategies, insights, and action-planning activities, the Civil Work Spaces® program enables your Certified Facilitators to deliver our program to both your staff and leaders.

Unlike any other respect-related program, the Civil Work Spaces® platform utilizes the exclusive Respect On-the-Go™ toolkits, focused on enhancing civility and respect competencies. All programs include our proprietary Personal Respect Barometer™, a ground-breaking assessment and strategy tool that builds accountability and competencies on the individual level.

The Civil Work Spaces® Train-the-Trainer certification program offers your organization access to a robust platform where your own Civil Work Spaces® Certified Facilitators can deliver civility-boosting training.

## 5 Key Reasons to Choose the Civil Work Spaces® Train-the-Trainer Program:

- 1. BENEFIT FROM ECONOMIES OF SCALE.** The program enables your organization to deliver targeted training sessions to large numbers of staff at a lower cost.
- 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 processes continue to be embedded into the culture well 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. OBTAIN COMPREHENSIVE RESOURCES.** Certified Facilitators and those who participate in the Civil Work Spaces® program receive a wealth of resources, including the Respect On-the-Go™ toolkits, participant guides, facilitator guides, and much more.

*“This is exactly what our organization needed to support our culture shift! Having trained our first four facilitators, we’re now considering doubling that number.”*

Contact us today at [info@CivilWorkSpaces.com](mailto:info@CivilWorkSpaces.com)  
to discuss how the Civil Work Spaces® Program can help you.

### The program is ideal for organizations of any size that:

- ✓ Seek to improve business results through strong teamwork and high performance;
- ✓ Have a large number of people they wish to train;
- ✓ Have internal person/s who could serve as competent facilitators;
- ✓ Wish to create a culture of civility and respect;
- ✓ Are committed to developing managers' competencies in identifying and taming workplace incivility;
- ✓ Endeavor to motivate frontline staff to become more active contributors to a civil workplace culture.

*"Delivering the Civil Work Spaces program as a Certified Facilitator is a great experience! Participants engage deeply with the materials (so many ah-ha moments!) and they love the practical action planning activities. I really look forward to continuing to work in this area."*

### How It Works:

Once you've decided to proceed, here's what you can expect:

- **Get your people certified.** Select competent internal staff to become Certified Facilitators through our train-the-trainer program. Your designated trainer/s will participate in a hands-on, intensive program to acquire their Certified Facilitator status.
  - **Instructional resources.** Certified Facilitators receive everything they need to conduct top-notch internal training for leaders and staff. This includes comprehensive facilitation guides, PowerPoint slide decks, team implementation plans and handouts, and detailed planning checklists to guarantee they conduct compelling training programs.
- But that's not all! For their own use, facilitators receive a complimentary copy of the book Trust Your Canary: Every Leader's Guide to Taming Workplace Incivility and a Respect On-the-Go™ toolkit.
- **Participant resources.** The Civil Work Spaces® program is powered by our proprietary Personal Respect Barometer™ online self-assessment tool and a robust set of Participant Guides that accompany all training sessions.
  - **Access to ongoing support.** Once back in your organization, Civil Work Spaces® Certified Facilitators can contact us for ongoing guidance and coaching.

*"I love the Facilitator Guide and how it gives the reader step-by-step, detailed instructions on how to deliver the content. The materials are very well done, visually appealing, and easy to follow. I walked away from the Certification experience feeling confident and prepared to deliver the content in an impactful way!"*

For your free, no-obligation discovery conversation,  
**contact us** today at [info@CivilWorkSpaces.com](mailto:info@CivilWorkSpaces.com)

