

Webinar on

**Workplace Civility:
Respectful Habits Lead to
Increased Productivity,
Decreased Liability**

Learning Objectives

Self-awareness and emotional intelligence

Perceiving emotion

Using emotion to facilitate thought

Understanding emotion

Regulating emotion

Ethics and ethical behavior:

Transparency

Honesty

Protecting the rights of others

Confidentiality

Improving communication skills in a multi-cultural and multi-generational environment.

- *Impactful communication integrates:*
 - o *An understanding of the audience's needs and perspectives.*
 - o *A clear message*
 - o *Effective delivery*





Understanding individual and group behavior

- *Human behavior is complex*
 - o *All behavior is caused*
 - o *All behavior is goal-driven*
 - o *Everyone is different People behave differently in groups than they do individually*
 - o *Groupthink*



**Civility
training is a
new term for
an old
concept.**

PRESENTED BY:

Dr. Greg Chartier, SPHR, GPHR, SCP, is a Senior Consultant with GLOMACS, specializing in human resource programs at the strategic level. He is a senior human resource professional with experience in healthcare, banking, pharmaceuticals, manufacturing, and higher education. His academic qualifications include a Bachelor's degree from The Citadel, an MBA from Rensselaer Polytechnic Institute and a Ph.D. from Madison University.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

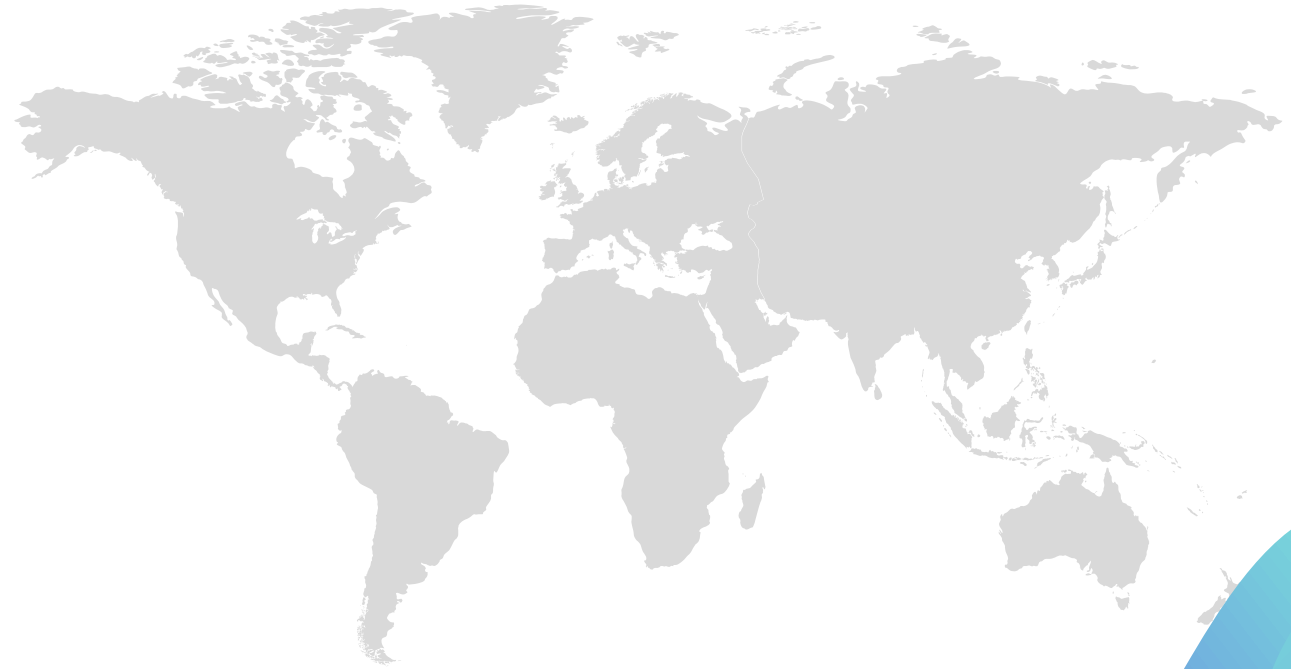
Civility training is a new term for an old concept. It refers to professional business training related to etiquette, diversity awareness and cultural sensitivity. Research indicates that inclusion policies are actually the keys to diversity management success. As economies, markets and industries around the world merge together, the need for thoughtful and perceptive employees continues to grow among global corporations.

Civility coaching is more than just training in professional conduct. Civility coaching teaches employees about self-awareness, personal integrity, professional ethics, communication skills, and interpersonal psychology. Employees will gain a sense of workplace ownership and respect for others. Each of these five areas will be covered in the webinar.



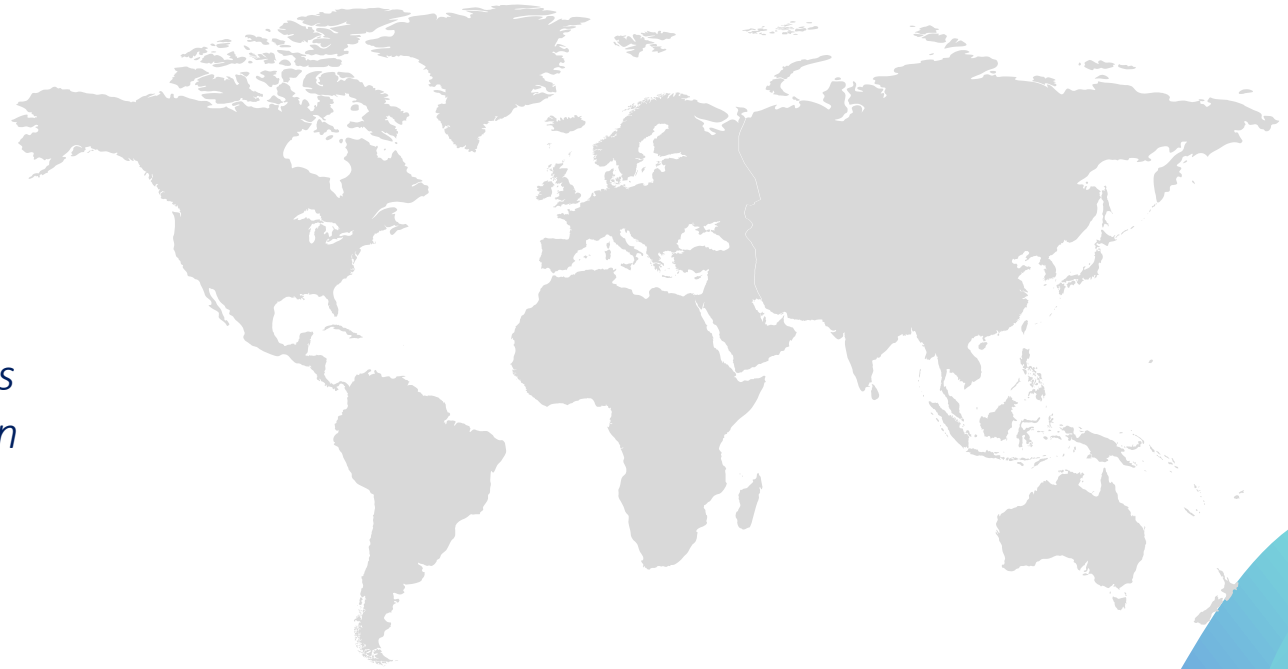
Who Should Attend ?

*Anyone who has to work with others.
New supervisors*



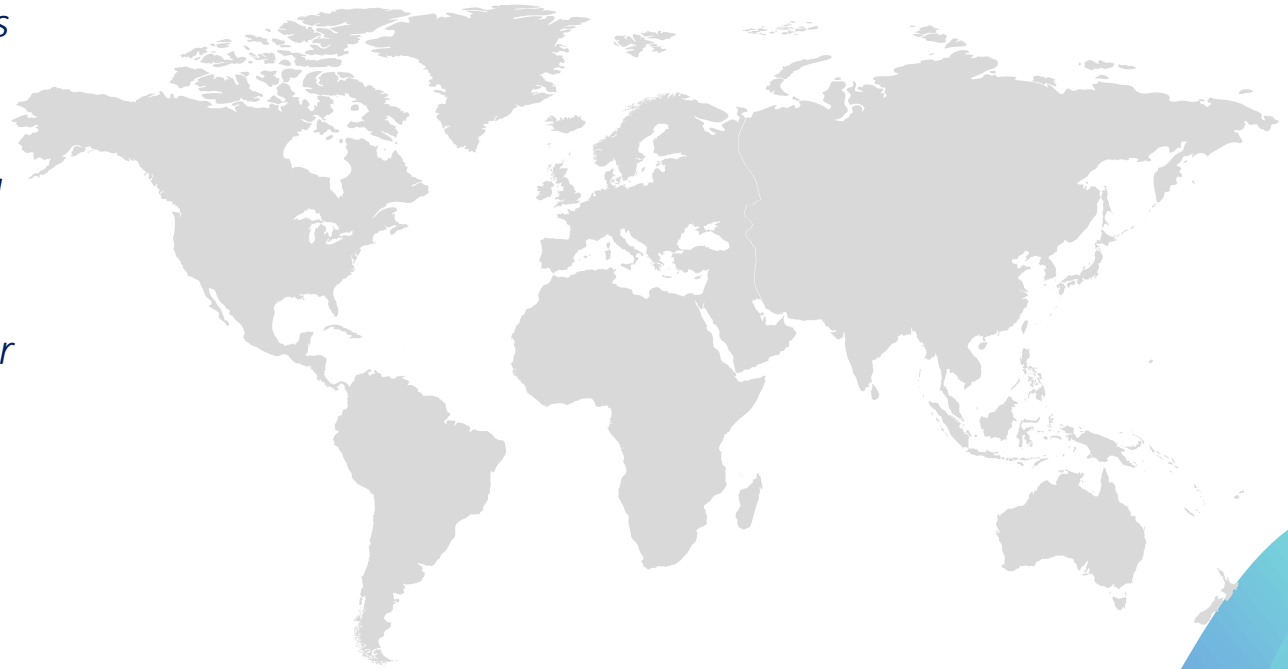
Why Should You Attend ?

The exceptionally high frequency of occurrence for incivility is cause for concern because research has consistently demonstrated that the effects of incivility can compound over time. In terms of personal outcomes, coworker incivility has been linked to higher levels of employee burnout, feelings of strain, and decreased psychological well-being. In terms of organizational outcomes, incivility has been related to employee withdrawal, decreased satisfaction, and decreased performance. Not only is incivility related to these negative effects on employees and organizations, but it can also “spiral” out of control. That is, when someone perceives incivility from another individual in the workplace, they may retaliate with an uncivil act of their own (i.e., you were rude to me, I’m going to be rude to you!), creating a spiral of incivility.



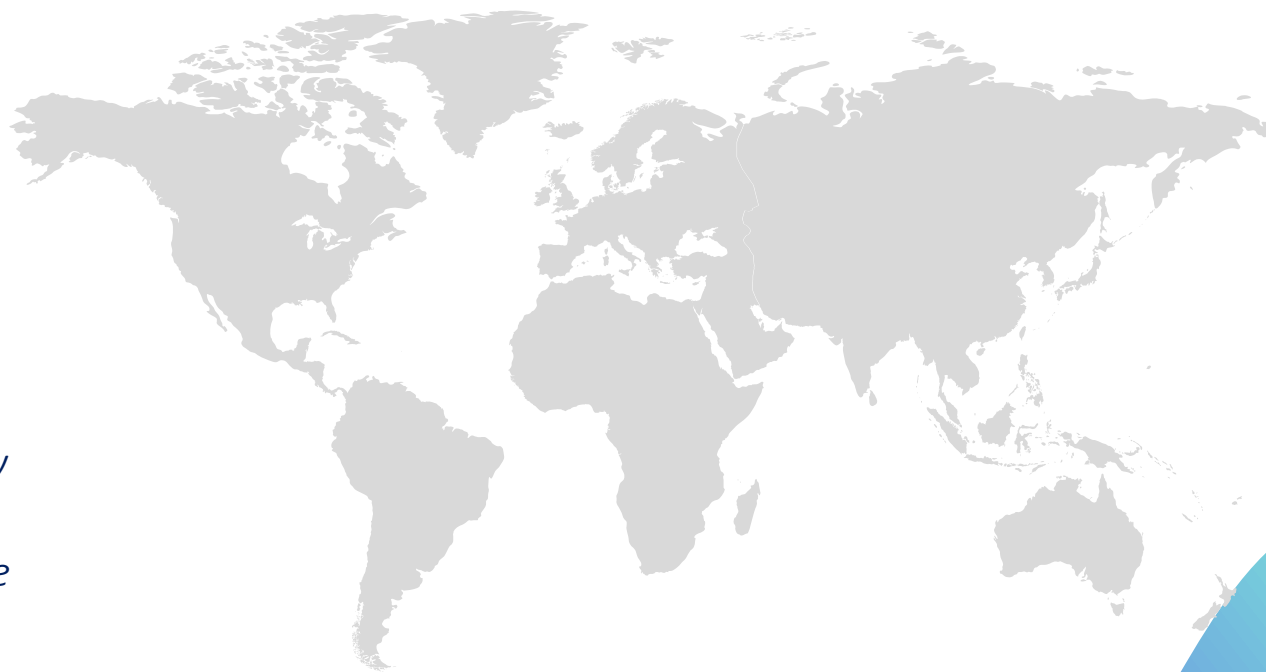
In such a spiral, retaliation occurs between two organizational members, increasing in intensity and eventually escalating from minor deviant acts of incivility to overtly hostile acts such as verbal aggression and even violence. As such, minor breaches in etiquette could quickly grow out-of-hand. Research investigating civility interventions provides some recommendations that might be effective in building a respectful work environment. One of the most important factors in maintaining a civil work environment is for management to model the behavior desired, helping to create a culture of civility and respect. By setting the tone for the organization, managers can help create a culture of civility and respect at all levels of the organization.

Organizations can include norms for courtesy and respect as part of their recruitment efforts. Recruiters should have the “people skills” necessary to embody the civility norms of the organization and set the stage for these expectations. Thoroughly check references for indications of consistent past rude behavior, as well as selecting on personality traits that might be related to civil, respectful behavior such as conscientiousness and agreeableness.



Onboarding programs can make civility expectations clear, and issues related to interpersonal behavior can be discussed. Emphasizing that employees should never be too busy to be nice should be a priority, and this should be reiterated throughout the course of an employee's career.

Promoting civility can both reduce negative employee outcomes and increase organizational effectiveness. Maintaining a civil work environment is not necessarily easy, particularly due to the fast-paced, often interpersonally disconnected work environment, where communication is quick and emails are may be sent without a thought. However, previous research indicates that it can be done, and making efforts toward promoting civility will certainly pay off in the long-term.



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www.grceducators.com
support@grceducators.com
740 870 0321