



Imagine....a workplace where people consistently exhibited their social intelligence and behaved in a way that showed respect for their employers, the organization, co-workers and customers;

Imagine....collaborating with others, in your office, your community, your city, your country, and around the world- who share your high personal and professional standards for integrity, respect, and civility;

Imagine....providing the leaders in your workplace with the tools they need to successfully meet the challenges of constant change, diversity in the workplace, and global communication issues;

Imagine....setting a standard for communication in your workplace that would boost morale, increase productivity, improve customer service, and generate revenue.....

All of the above is possible through civility training. To meet the increasing demands by progressive, competitive organizations, the experts at CivilityExperts.com in partnership with the teams at Etiquette Leader, and The Center for Organizational Cultural Competence and the International Civility Trainer's Consortium, are pleased to offer a *Workplace Civility Trainer Program*.

The program would benefit:

- Employer's of businesses of all sizes.
- Self-employed business owners.
- Human Resource professionals.
- Trainers and facilitators in related fields.
- Sales Managers

CIVILITY IN THE WORKPLACE



Cost: \$6850.00US (We offer a payment plan) *

WHY CIVILITY TRAINING?

Simply put- 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. Specifically this includes: respect for time, respect for cultural differences, and respect in communications. Progressive companies recognize that good manners are good business. Whether it's teaching executives to write a proper thank you card, encouraging front-line employees to practice proper telephone etiquette or coaching a new manager on appropriate business dress, companies who care about internal and external client service are increasing the bottom line by investing in civility training.

WHY TRAIN IN-HOUSE?

1. You can leverage your existing in-house personnel, experience, and expertise. If you already have experienced trainers or managers with training skills, they can effectively incorporate civility training and business etiquette into your ongoing professional development programs.
2. You will save training dollars. By using an in-house trainer you can avoid the cost of paying outside experts and trainers as well as the costs of sending personnel off-site for training. You pay a one-time fee for the Civility Train-the-Trainer and can then use

- the content provided with your training as you wish at no ongoing cost. This amounts to a significant return on investment.
3. In-house trainers can be available to present workshops when, and as, needed. This helps ensure that training is practical and timely.
 4. Training content can effectively be tailored to the needs of a specific group or individual.

OUTCOMES OF CIVILITY TRAINING

After attending in-house civility training sessions, your employees will have a better understanding of:

1. How “civility” helps individuals achieve professional goals.
2. How to handle any situation with increased confidence and leave a more positive first impression.
3. That reliable, positive behavior in the workplace is not only respected but expected.
4. What having a professional presence means; How to dress and conduct themselves professionally.
5. How to consistently exhibit the characteristics of a courteous professional.
6. Positive, professional communication skills for use in print, on the phone, electronically, nonverbally, and face-to-face.
7. Techniques for polishing their presentation skills.
8. How to present themselves confidently in any mixing or dining for business situation.
9. How to set an example for co-workers, build positive workplace relationships, and increase client service satisfaction and potentially sales through courteous behaviour.
10. How to boost their social intelligence and function more effectively in multi-cultural workplaces or cross-cultural business settings.

BENEFITS OF THE CIVILITY at WORK Train the Trainer:

1. The civilityexperts.com training includes:
 - Facilitation Skills training and coaching

- Assessment and evaluation of your training skills
- Opportunities to observe and experience civility training experts on-the-job
- Take-home Trainer Guides that provide a comprehensive tool with which both trainers and non-trainers, at various levels of experience, can use to teach on-site workshops and tutorials based on five core civility-in-business curriculums which include topics such as: social IQ, professionalism, communication skills, productivity, meeting planning, and much more.

2. The Trainer Kits include everything required to present workshops; Trainer's Guides with detailed lesson plans, power point presentations that can be adapted as required, Master's file of participant handouts such as tip sheets, exercises, and quizzes, and PDF files which can be modified for in-house tailoring and application. *Content for kits adapted with permission from TCG Inc.

COMPONENTS INCLUDED IN THE PROGRAM:

- 28 comprehensive trainer lessons
- Coaching through 6 Workplace Civility Train-the-Trainer modules
- Ongoing support and consultations as required
- 1 year Membership in the International Civility Trainer's Consortium; opportunity to share and exchange ideas and support with civility trainers all over the world, and opportunity to list/sell your products through the ICTC cart.
- Opportunity to link to, and collaborate with the Culture Coach® team at The Center for Organizational Cultural Competence on an ongoing basis.
- Certificate of Completion; ICTC Certified Civility Trainer *pending satisfactory completion of training, exam, and suitable experience.
- Customization of curriculum for your industry; A Master trainer from the civilityexperts.com team will come to your workplace to spend 2 days on-site with you; coaching, content review, assistance tailoring curriculum to your specific needs.

- The program fee applies to 1 workplace trainer. You may add additional persons to the onsite training for a fee of \$1200.00US per person. Limit of 5 trainers per venue.

OVERVIEW OF CURRICULUM TOPICS

*Each curriculum kit (5) contains downloadable/printable Trainer's Guide and Masters File for Participant Workbooks. Copyright privileges for a 3 year period are included in the fee.

1. Communicating Respect and Leadership (5 lessons)

Everything you need to know to help individuals and groups in business settings communicate with confidence and courtesy. Topics include pinpointing communication problems and overcoming communication catastrophes, listening skills, communication habits that increase teamwork and productivity, understanding communication types, nonverbal communication, first impressions; handshakes, and use of business cards, verbal communication skills; voice, word choice, using technology politely, and more.

2. Setting the Standard: Building Credibility Through Client Interaction (5 lessons)

This content covers essential business entertaining and corporate courtesy. Topics include everything from formal business dining, to networking and reception etiquette, corporate gift giving, proper use of thank you cards and business correspondence, corporate event planning, meeting and presentation protocol, business travel etiquette, and mixing business and pleasure guidelines.

3. Leveraging Social IQ- Achieving Maximum Potential (5 lessons)

Among other things, success in modern business is typically achieved through a combination of technical skills, timing, character, attitude, and Social IQ. Increasingly, Social IQ is one quality which when leveraged can boost success. This content covers the basics of Social IQ including theories and why it is important. In addition to the basics of Social IQ- as related to business environments, materials include: key facets of productivity, ten steps to gaining confidence and how to

eliminate self-defeating behaviours, decision-making skills, negotiating, time and priorities management strategies, and more.

4. The Power of Professional Presence (5 lessons)

Knowledge about how to present a professional image gives a powerful edge over the competition. First impressions do matter and there's a lot more to professionalism than an expensive suit. Success in modern business is determined by a combination of confidence, competence, attitude, demeanor, and communication. These are enhanced by a polished executive image. This content includes tips on how to leave a positive lasting impression, discusses what "professionalism" means in relation to appearance and attitude, details about what "performance" attire is, recognizing behaviours that undermine your credibility, nonverbal communication, and utilizing posture and stance to communicate more effectively.

5. Business Etiquette World-wide (7 lessons)

Increasingly success in business requires an understanding of how people around the globe handle business; their habits, customs, and protocols. This interesting and informative material looks at how different cultures handle some of the basics of business etiquette.

NOTE: This is not a license agreement or a franchise. Fees are for training, certificate of completion, course materials and authorization to duplicate and use Civility Experts/COCC copyright materials.

Contact lew@civilityexperts.com for registration information and details.