Civility in the Workplace Workshop

Online Training

This workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to *Civility in the Workplace* are countless and will pay off immensely in every aspect of your job.

Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators

- Understand the costs of incivility as well as the rewards of civility within the workplace

- Learn practical ways of practicing workplace etiquette

- Learn the basic styles of conflict resolution

- Learn skills in diagnosing the causes of uncivil behavior

- Understand the role of forgiveness and conflict resolution

- Understand the different elements of effective communication

- Learn facilitative communication skills such as listening and appreciative inquiry

- Learn specific interventions that can be utilized when there's conflict in the workplace

To access the course:

- Log into PirateNet, and choose Blackboard from your list of applications.
- Under Course Catalog, click on "Human Resources"
- Click on "HR Civility in the Workplace"

Please note: Workshop best viewed using Google Chrome or Mozilla Firefox.

Send copy of score report to Diane Russo for confirmation of attendance.