

Civility In The Workplace

Course Overview

To address the growing problem of incivility in the work setting, this course 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.

Module 01 - Getting Started

Module 02 - Introduction

Module 03 – Effective Work Etiquette

Module 04 – Costs and Rewards

Module 05 – Conflict Resolution

Module 06 – Getting to the Cause

Module 07 – Communication

Module 08 – Negotiation

Module 09 – Identifying Your Need

Module 10 – Writing a Civility Policy

Module 11 – Implementing the Policy

Module 12 – Wrapping Up