



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

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.

Course Outline

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction

- What is Uncivil Behavior?
- Three Reasons Why You Should be Civil
- Dealing with Difficult Personalities
- Costs and Rewards
- Case Study
- Review Questions

Module Three: Effective Work Etiquette

- Greetings
- Respect
- Involvement
- Being Politically Correct
- Case Study
- Review Questions

Module Four: Costs and Rewards

- Incivility and the Costs
- Civility and the Rewards
- Four Causes of Incivility
- How to Overcome It
- Case Study
- Review Questions

Module Five: Conflict Resolution

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding
- Case Study
- Review Questions

Module Six: Getting to the Cause

- Examining the Root Cause
- Creating a Cause and Effect Diagram
- Forgiveness
- Benefits of Resolution
- Case Study
- Review Questions

Module Seven: Communication

- Para-verbal Communication
- Non-Verbal Communication
- Listening Skills
- Appreciative Inquiry
- Case Study
- Review Questions

Module Eight: Negotiation

- Three Sides to Incivility
- Mediation
- Arbitration
- Creative Problem Solving
- Case Study
- Review Questions

Module Nine: Identifying Your Need

- Completing a Needs Analysis
- Focus Groups
- Observations
- Anonymous Surveys
- Case Study
- Review Questions

Module Ten: Writing a Civility Policy

- Designating the Core Group
- Defining What is Unacceptable Behavior
- Defining the Consequence
- Writing the Policy
- Case Study
- Review Questions

Module Eleven: Implementing the Policy

- ✦ The First Steps
- ✦ Training
- ✦ Addressing Complaints
- ✦ Enforcing Violators
- ✦ Case Study

Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations