



CIVILITY IN THE WORKPLACE

More than just being nice.

This course explores the concept of workplace civility as the foundation for a respectful and professional environment. Participants will define civility, understand it, and examine its critical role in fostering positive workplace relationships. The curriculum delves into the impacts of civility on morale, productivity, retention, and employee well-being, contrasting the characteristics of civil versus uncivil behaviors. Through discussions on the principles of respect, empathy, courtesy, and accountability, attendees will learn how civility supports diversity, inclusion, and ethical communication. The program also highlights strategies to promote civility, address uncivil behavior, and resolve conflicts effectively, equipping participants with the tools to enhance collaboration, trust, and overall workplace satisfaction.



**Scan for
more info &
registration**

Monday & Wednesday
August 3 & 5, 2026

8:00 am - 12:00 pm

Training Resource Center
1233 N Century St, Visalia

Topics Covered

Introduction to Workplace Civility

The Foundations of Civility

Benefits of Civility in the Workplace

Identifying Uncivil Behavior

Strategies to Promote Civility

Conflict Resolution and De-escalation

Case Studies and Role-Playing Activities

Measuring Civility in the Workplace