



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**

Tuesday & Thursday
October 20 & 22, 2026
9:00 am - 1:00 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**