CIVILITY IN THE WORKPLACE

COS
TRAINING RESOURCE CENTER

"Civility is more than good manners. It is a recognition that violent speech leads to violent deeds."
- Rabbi Sacks

This course explores the concept of workplace civility as the foundation for a respectful and professional environment. Participants will define civility, understanding 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.

Brief Class Outline

- 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

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