

Victory Performance Consulting

Helping good people change the world.



NEW!
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PROMOTING CIVILITY IN THE WORKPLACE

How to Recognize, Resolve, and Recover from Uncivil Behavior

Eye rolling, sarcasm, gossip, exclusion, bullying, belittling, shaming, and other forms of incivility are like poison to an organization. Unaddressed, incivility undermines employee morale, engagement, productivity, teamwork, retention, health, and safety. It cannot be ignored. Through risk-assessments, structured discussions, group activities, case studies, and other real-world applications, this program will help you recognize early warning signs and learn what you can and must do to raise organizational awareness, resolve conflict, establish trust, and promote civility. Want to recognize, resolve, and recover from uncivil behavior where you work? Book this program.

Learning Objectives:

- Identify types of uncivil workplace behavior
- Recognize and resolve bullying, mobbing, and harassing before it escalates
- Resolve conflict, confront uncivil behavior, and address false accusations
- Analyze organizational civility policies, procedures, and consequences

Fields of Study:

- Behavioral Ethics
- Human Resources

Competencies:

- Managing Organizational Ethics
- Resolving Team Conflict