

# Victory Performance Consulting

Helping good people change the world.



## PROMOTING CIVILITY IN THE WORKPLACE

*How to Recognize, Resolve, and Recover from Uncivil Behavior*

Incivility is like a poison that divides communities and undermines organizations. Unaddressed in the workplace, incivility infects employee morale, engagement, productivity, and retention and affects employee health and safety. Made public, incivility can become a significant reputational risk. It cannot be ignored. Through risk-assessments, group activities, and case studies, this program will help you recognize warning signs, raise awareness, resolve conflict, establish trust, and proactively promote civility. Want to recognize, resolve, and recover from uncivil behavior in your workplace? This program will help you do it!

### Format and Duration:

- Online (worldwide) or onsite (Americas, Europe, Asia); 4-8 hours

### Learning Objectives:

- Identify types of uncivil workplace behavior
- Recognize root causes of conflict, divisiveness, disunity, and incivility
- Respond to uncivil behavior personally and professionally
- Positively influence organizational cultures to proactively promote civility

### Leadership Competencies:

- Respecting differences and upholding unifying values
- Recognizing and addressing inappropriate workplace behavior

### Fields of Study:

- Social environment of business
- Behavioral ethics