

## Civility in the Workplace

Civility is treating people with consideration and respect. It is a simple and priceless act that can have an incredibly positive impact on someone's day. Being polite and nice and genuinely caring about your coworker's feelings will produce a happy and more productive work environment. Producing a more civil workforce will put smiles on the faces of employees and customers alike.

### Course Outline

- Effective Work Etiquette
- Costs and Rewards
- Conflict Resolution
- Getting to the Cause
- Communication
- Negotiation
- Identifying Your Need
- Writing a Civility Policy
- Implementing the Policy

### Who Should Attend

- Suitable to all job positions

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.
- Understand the costs of incivility, as well as the rewards of civility, within the workplace.
- Learn practical ways of practicing workplace etiquette.
- Learn the basic styles of conflict resolution.
- Learn skills in diagnosing the causes of uncivil behavior.
- Understand the role of forgiveness and conflict resolution.
- Understand the different elements of effective communication.
- Learn facilitative communication skills such as listening and appreciative inquiry.
- Learn specific interventions that can be utilized when there's conflict within the workplace.
- Learn a recommended procedure for systematizing civil behavior within the workplace.

### Course Duration

The standard duration of this course is 12 contact hours.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

For more information please feel free to contact:

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