

LEADERSHIP & MANAGEMENT

QNET presents:

The Civility Solution:

How civility at work can increase retention, engagement and profitability

Wednesday, May 24, 2017 – 8:15 a.m. to 4:15 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

What would you do with 30% more revenue?

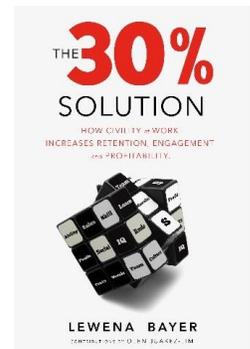
Research by Weber and Shadwick shows that organizations that incorporate civility into their workplace culture experience on average 30% more revenue as well as increases in retention and engagement. Civility goes way beyond simply being nice at work, and it's going to take more than a Respectful Workplace Policy to get you there – BUT, by correctly assessing civility in your workplace, and then engaging in strategic training in one or more of four skill areas related to civility, you can save time and money – and experience the benefits of civility at work.

Session topics include:

- Overview of the world of work – current condition
- Introduction of civility as a solution
- Defining civility
- The business case for civility
- Discussion of civility as a change imperative
- Getting started building a culture of civility
- Assessing civility
- The Civility Culture Compass®; 4 conditions that underpin success
- The Civility Competency Matrix® – introduction to the 4 core competencies that underpin civility in the workplace
- Putting it all together – How to build your Civility at Work Toolkit

Participants leave with:

- An understanding of the benefits of initiating a civility initiative
- Tools to assess levels of civility and barriers to civility in their workplace
- A strategy to start building a culture of civility
- A copy of international bestseller book *The 30% Solution*, by Lew Bayer



Facilitator:

Lew Bayer is nationally recognized as Canada's leading expert on civility in the workplace, with focus on Social Intelligence and culturally-competent communication. She is founder of the Center for Cultural Competence and President of civilityexperts.com. Lew is a 6-time published author, national columnist and faculty member at Georgetown University. Recently, she won the 2008 Manitoba Woman Entrepreneur of the Year award in the International Business category.

This workshop is:

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- This program has been approved for 7 CPHR Continued Professional Development Hours by CPHR Manitoba.
- Presented by QNET in partnership with APICS Winnipeg Chapter, CPHR Manitoba, Manitoba Aerospace, and Industry, Training, and Employment Services, Province of Manitoba.

Fee: (includes a light lunch)

- \$349.00 + GST for Members of QNET, APICS Winnipeg Chapter, CPHR Manitoba, Manitoba Aerospace
- \$419.00 + GST for Non-Members

REGISTER ONLINE at www.qnet.ca



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