

# LEADERSHIP & MANAGEMENT

QNET presents:

## The Civility Solution:

How civility at work can increase retention, engagement and profitability

Tuesday, June 19, 2018 – 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?

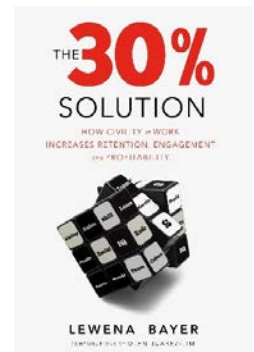
Research by Weber and Shadwick shows that organizations that incorporate civility into their workplace culture experience on average 30% more revenue as well as increases in retention and engagement. Civility goes way beyond simply being nice at work, and it's going to take more than a Respectful Workplace 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](http://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 Manitoba Education and Training.

**Fee:** (includes a light lunch, workbook and copy of the international bestseller book *The 30% Solution*)

- \$379.00 + GST for Members of QNET, APICS Winnipeg Chapter, CPHR Manitoba, Manitoba Aerospace
- \$449.00 + GST for Non-Members

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



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