

A Workshop on Civility at Work

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associates

Great work comes from great teamwork.

Belonging to a great team makes work enjoyable and effective. But belonging to a dull workgroup or, much worse, a nasty workgroup makes worklife unbearable.

This workshop develops strategies for turning things around. There's a lot you can do as an individual. There's a lot you can do as a leader. Join others who share a mission to improve the quality of working relationships.

Learning Objectives

- Identify factors that influence a team's level of civility and respect
- Identify the causes and consequences of civility and incivility at work.
- Practice specific strategies for inspiring more positive interactions with colleagues.
- Practice specific strategies for responding to unpleasant encounters.
- Write your plan for promoting civility at work.

A Plan for Civility

- Vision: What Is Our Ideal Community?
- Values: What are Qualities of Excellent Working Relationships?
- Objectives: How Do We Measure Progress?
- Pathway: What are Effective Strategies?
- Priorities: Who's Doing What to Get There?

Who Should Attend?

- Employees intending to improve collegiality at their work
- First line managers intending to lead their workgroups to greater teamwork
- Senior managers and executives intending to deepen their organizations' culture of respect

Workshop Leader

Michael P. Leiter, Ph. D.

Michael P. Leiter is President of Michael Leiter & Associates, LLC an organizational consulting firm with a mission of enhancing the quality of worklife.

His approach addresses factors contributing to job burnout and strengthens employees' capacity to experience engagement at work. A major initiative is Civility, Respect, and Engagement at Work (CREW) that leads groups to experience supportive relationships. His approach builds on solid ideas, sophisticated analysis, and a capacity to communicate with diverse audiences. He has brought this approach to organizations across North America and overseas. He is widely published in academic journals and trade publications on burnout and work engagement.

For More Information:

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