

Respect and Civility in the Workplace Live Virtual Instructor-Led Training

HALF DAY AGENDA

EMPLOYEE TRAINING

PART ONE INTRODUCTION

- Introduction
 - Describe a respectful and civil workplace
 - The importance of respect in the workplace

PART TWO RESPECT AND CIVILITY IN THE WORKPLACE

- Respect – What is it?
 - Disrespect – What is it?
- Respect and Civility – HR Proactive Video
- How to set an example to promote respect in the workplace
 - How to enhance relationships with co-workers, customers, and the public
 - How to perceive fairness
 - Ways to promote a civil and respectful workplace
 - Tips for a civil and respectful workplace
 - Experiential Learning Activity (*Optional*)
 - Questions presented for group discussion on what a respectful and civil workplace looks like to employees;
 - Employees develop and implement a Respectful Workplace Charter based on answers to discussion questions;
 - Current and new employees sign and adhere to the Respectful Workplace Charter.

PART THREE TRAINING SESSION WRAP-UP

MANAGER TRAINING

Add On PERSONAL CONDUCT FOR MANAGERS

- Personal Conduct – HR Proactive Video
- Define Personal Conduct
 - Recognize how you model personal conduct as a leader
 - Determine ways to promote a professional team environment
 - Identify your areas for development in leading a work team

Add On MANAGING WORKPLACE CONFLICT

- Managing Workplace Conflict – HR Proactive Video
- Sources of workplace conflict
 - Strategies for managing workplace conflict
 - Identify and determine how you address conflict situations
 - Define the role of a mediator in resolving conflict
 - Steps to resolving inter-personal workplace conflicts

Respect and Civility in the Workplace

MANAGER TRAINING

Add On

COMMUNICATION AND COACHING FOR LEADERS

Communication and Coaching – HR Proactive Video

- Communication and coaching principles
- Communication style differences
- Leadership, communication and coaching techniques