

## 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 CONDUCT

- Managing Workplace Conduct – HR Proactive Video
- Sources of workplace conduct
  - Strategies for managing workplace conduct
  - 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