



Company-Wide: Interpersonal Skills

Below, in no particular order, is a list of “off-the-shelf” training programs Civility Partners offers. All of our training programs are tailored to the organization’s needs - see this list as a menu to be combined, revised, created into something that works for you.

All of our training programs are highly interactive and most come with a handout to facilitate self-assessments and additional resources. The trainings listed below can also be tailored specifically for managers. Manager-only training also appears on the last page.

Emotional Intelligence

Attendees will begin the journey of understanding their own levels of emotional intelligence and gain tools for building skills in this area.

- Discuss the neuroscience behind emotional intelligence
- Identify strengths and opportunities for improvement in their emotional intelligence
- Identify and use tools to recognize and manage their own emotions, and the emotions of others

Empathy & Respect

Attendees will gain tools for building and using empathy.

- Use positive and inclusive language that builds rapport and a culture of teamwork (e.g., descriptive vs evaluative language)
- Develop and implement strategies for building trust
- Demonstrate reflective listening skills and dual perspective, and implement action items to increase listening skills

Collaboration and Communication

Attendees will gain tools for developing a stronger understanding of “self” and how their experiences influence their communication.

- Describe a simple model of communication in order to set the foundation for building relationships
- Identify personal barriers to effective communication and relationship building, and develop an action plan for overcoming them
- Implement three strategies for effective communication: empathy, curiosity and open-mindedness

Working with Difficult People

Attendees will gain tools for working with others they perceive as difficult and build a lens to view peers as customers who require positive customer service.

- Redefine and reframe what a difficult person means
- Demonstrate mindfulness when interacting with others who are perceived to be difficult
- Set boundaries with peers and those perceived as difficult using professional yet assertive language
- Hone in on the skill of asking questions in order to navigate conversations

Conflict Resolution

Attendees will gain tools for resolving conflict at work and home.

- Through a short assessment, gain understanding of their conflict management style
- Define passive, aggressive, and assertive communication
- Identify tools for collaboration as a method of conflict resolution
- Develop a problem-solving approach by distinguishing between the person and problem
- Through scenarios and discussion, discover effective conflict resolution methods

Giving and Receiving Feedback

Attendees will gain tools for giving and receiving feedback.

- Identify and implement tools for active listening
- Use the situation - behavior - impact model for providing constructive feedback
- Through a role play scenario, identify best practices for giving feedback
- Work together to develop a culture of receiving feedback and personal growth

Self-Care and Balancing Work & Home

Attendees will gain tools for managing stress and balancing work and home life.

- Identify the elements of workplace culture that support work-life balance, in order to collaborate in building this aspect of your culture
- Implement skills and techniques for managing work and life
- Recognize those elements over which you have control in both work and home life
- Develop skills for reducing stress in the moment

DISC (Communication assessment and training)

The acronym, DISC, refers to four communication preferences - Dominant, Influence, Steady, and Conscientious - and it provides a framework for discussion of behavioral differences in your team. Armed with a common language, your team can better understand themselves, their team members, and how best to adapt their behaviors when communicating with others. The DISC program includes:

- Online DISC assessment for each participant
- 30 minute one-on-one with each participant to review their results and what they mean
- Two-hour interactive Zoom workshop to discuss various styles and how to communicate with each

DISC program is charged at an hourly rate. Total investment depends on the number of people going through the program.



Company-Wide: Diversity, Equity and Inclusion

Recognizing and Minimizing Implicit Bias

Attendees will gain tools for recognizing implicit, or unconscious, bias in themselves and for minimizing its use in their everyday interactions.

- Define the origins of bias and four different types of bias (though there are many!)
- Identify skills for minimizing bias and increasing self-awareness
- Combat microaggressions and other exclusive behaviors using simple, tried and true intervention methods

Intercultural Communication

Attendees will gain tools for communicating with a diverse workforce and clientele, and building self-awareness around inclusivity.

- Lean on a simple framework to define and describe culture and identity, and understand how they influence behavior
- Maintain a conversation style that facilitates respectful communication
- Use three keys of positive intercultural communication: create a third culture, be curious, and seek similarities

From Bystander to Ally

Attendees will gain tools to stand up for themselves and others, in the moment, in order to create a culture that does not tolerate incivility, discrimination, bullying, or harassment.

- Understand negative behaviors as a social phenomenon, and identify what roles they may play in the process of negative behavior
- Identify personal barriers to intervening (e.g., fear) and how to overcome them
- Use a variety of communication strategies for intervening when witnessing incivility, bullying, harassment or discrimination

Understanding Workplace Bullying

Attendees will gain a greater understand of what workplace bullying is, how it affects the work environment, and what they can do about it.

- Compare and contrast workplace bullying with more familiar concepts (e.g., conflict, harassment)
- Define and describe three types of bullying behavior and how a bullying relationship unfolds
- Describe why people who bully do so, and how to counter the behavior
- Develop a clear plan for addressing bullying

Harassment Prevention (CA & NY compliant) , 2-hour Zoom highly interactive webinar

Most trainings in this area are focused on the law. Our training is CA and NY compliant AND it'll help your employees gain impactful insight, such as a broader look at negative behavior, how to step in, and how to build a culture intolerant of bad behavior. [View learning objectives here on our website.](#)

Coaching to Address Exclusive and Toxic Behavior

Attendees will gain tools to step in and resolve negative behavior early, before it escalates.

- Identify symptoms of negative behaviors within their own teams
- Address a perpetrator of negative behavior, and overcome denial or justifications of that behavior, with a simple twist in communication
- Confidently hold positive and effective coaching conversations with their employees

Developing a Culture of Psychological Safety

Attendees will gain tools to create psychological safety, where employees can bring their true selves to work and in turn be more innovative, collaborative, and productive.

- Define and describe psychological safety as an inherent and instinctual human need
- Dissect the ways in which psychological safety influences behavior, performance, innovation and learning
- Through scenarios, identify how to detect a lack of psychological safety in their teams and construct clear and tangible solutions for improvement
- Through personal reflection, devise a personal action plan for building psychological safety in their circle of influence at work and home

Collaborative Performance Conversations

Attendees will gain tools for collaborative performance conversations that create a more pleasant, useful and successful process than “the old way.”

- Discuss the overall process of performance management
- Confidently set expectations with employees
- Coach employee performance to meet their and the organization’s expectations
- Use performance improvement plans to improve performance
- Motivate employees with the right rewards
- Conduct effective performance appraisals and disciplinary conversations
- Confidently give verbal and written warnings as part of the disciplinary process
- Coach poor performers into great performers

Exploring Leadership

Attendees will gain tools for building trust, driving the team forward, and demonstrating the right skills at the right time.

- Discuss the similarities between management, coaching and leadership
- Through a short assessment, define their own leadership style in order to build upon their strengths
- Use a variety of leadership methods during the variety of challenges they will face
- Build their skills in servant leadership
- Create and build an atmosphere of teamwork