



MENU OF TRAINING TOPICS

MEET CIVILITY PARTNERS

Civility Partners is a strategic organizational development firm who works with clients to build positive work environments. Our services include executive coaching, corporate training, and large culture change projects involving workforce surveys and change management.

We help organizations with cultures of burnout, incivility, harassment, discrimination or bullying turn it around by building up their management effectiveness, improving their internal communication processes, and increasing psychological safety. We are passionate about reducing the pain we know thousands of people feel each and every day they are at work.

Every organization in every industry is driven by their employees - our message and mission is applicable across many fields. We have worked with Fortune 500 companies, universities, healthcare organizations, hotels, manufacturing centers, and many other industries to provide tangible tools for sustainable culture change. Ultimately, we collaborate with organizations to provide custom services that fit best with their needs.

250+ CLIENTS SERVED 
ALMOST 3,000,000 LEARNERS GLOBALLY 
50+ COURSES IN 11 LANGUAGES 

CLIENTS INCLUDE:



www.civilitypartners.com/clients

LIST OF TOPICS BY CATEGORY

COMPANY-WIDE: INTERPERSONAL SKILLS

- Emotional Intelligence
- Empathy & Respect
- Collaboration and Communication
- Working with Difficult People
- Stress Management
- Time Management
- Conflict Resolution
- Giving and Receiving Feedback
- Self-Care and Balancing Work & Home
- Workplace Civility
- Communicating in a Remote Work Environment

- Developing a Culture of Psychological Safety
- Leading & Managing Change
- Building & Maintaining High-Performing Teams

COMPANY-WIDE: DIVERSITY, EQUITY AND INCLUSION

- Recognizing and Minimizing Implicit Bias
- Intercultural Communication
- From Bystander to Ally
- Understanding Workplace Bullying
- Harassment Prevention (CA & NY compliant)

MANAGER EVOLUTION LAB

FOR PEOPLE LEADERS

- Coaching Basics
- Coaching to Address Exclusive and Toxic Behavior
- Goals Setting and Motivation to Achieve
- Collaborative Performance Conversations
- Effective Feedback Tools for People Leaders
- Exploring Leadership

LEADERS: DIVERSITY, EQUITY AND INCLUSION

- DEI Immersion experience for Senior Leaders
- Interactive training for all People Leaders

DISC ASSESSMENT & TRAINING

- DISC (Communication assessment and training)

All of our training programs are tailored to the organization's needs - see this list as a menu to be combined, revised, and 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.

COMPANY-WIDE: INTERPERSONAL SKILLS



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 & 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



STRESS MANAGEMENT

Raise workforce awareness of personal stress levels and provide tools to manage stress more effectively. This course is perfect for anyone looking to take control of how they feel!

- Identify the costs and benefits of dealing with stress
- Define what stress is and start to recognize the signs of stress
- Try out some personal stress management strategies and techniques
- Draw up their own action plan to address the most prominent issues in managing stress in the workplace



TIME MANAGEMENT

Introduce time management tools and techniques that all participants can use to manage their time more effectively and feel more in control.

- Identify the biggest "time stealers" which affects personal productivity
- Acquire practical time management skills for scheduling, planning and prioritizing work
- Discuss and practice a range of recognized time management techniques such as effective delegation, assertively saying 'no' and negotiating alternative solutions



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
- 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





WORKPLACE CIVILITY

Attendees will gain tools for fostering civility at work.

- Define civil behavior and explain it's importance in the workplace
- Understand the social dynamics of uncivil behavior and why people act with incivility
- Respond effectively to uncivil behavior in the moment
- Demonstrate and promote civility in the workplace



COMMUNICATING IN A REMOTE WORK ENVIRONMENT

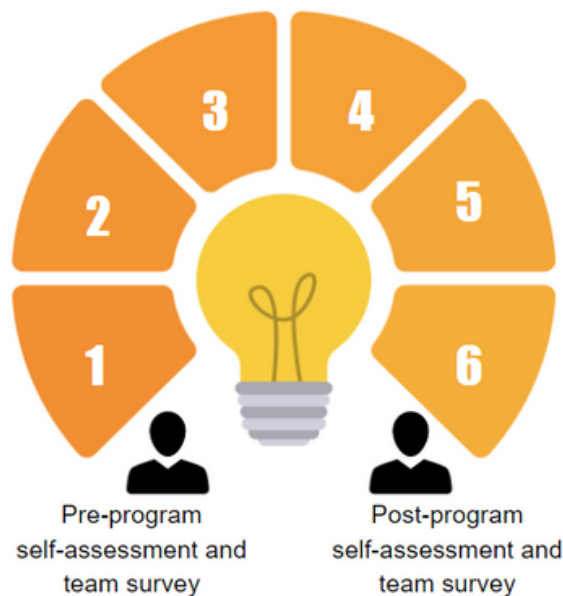
Attendees will gain tools for communicating effectively remotely at work.

- Define the pros and cons of computer mediated communication (CMC)
- Identify effective communication in the context of the organization
- Building up empathy and active “listening” in CMC
- Discover tools for giving feedback when the message received feels uncivil



MANAGER EVOLUTION LAB

Transform your managers into leaders with hands-on learning and coaching, and real world practice. Get real and proven results.



Pre-Self & Team Assessment

Understand gaps between managers' perceptions of their leadership versus their team's perceptions.



Tailored Content

Facilitated discussion topics based on assessment results and stakeholder needs. 6 sessions over 6 months.



Experiential Assignments

Implement new skills between sessions, debrief results and challenges at next session.



Post-Self & Team Assessment

Measure manager improvements through their own perceptions and their team's.

[Learn more about Manager Evolution Lab](#)

FOR PEOPLE LEADERS



COACHING BASICS

Equip managers and leaders with the skills, knowledge, and confidence to coach individual team members to improve their own performance and confidence.

- Discuss what coaching is, their role as a coach and how it can contribute to maximizing performance
- Define 'coaching' and explain how it differs from training, mentoring and counseling
- Understand the GROW model and be able to adapt it to most coaching situations
- Use a variety of coaching techniques in a range of situations



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



GOALS SETTING AND MOTIVATION TO ACHIEVE

Deliver tools to managers so that they can effectively set goals with and motivate their teams.

- SMART(er) goal setting model
- Neuroscience of motivation
- Helping team members create meaningful goals following their ambition
- Create an action plan to develop and support team members' potential



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
- 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



EFFECTIVE FEEDBACK TOOLS FOR PEOPLE LEADERS

While our company-wide training on feedback covers this basic yet difficult interpersonal skill, managers and supervisors need additional skills in the art of feedback as a leader.

- Building a culture of feedback
- Receiving feedback effectively
- Giving feedback effectively
- Skill evaluation scorecard



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



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



LEADING & MANAGING CHANGE

Provide leaders and managers with clear insights on how to effectively motivate people through corporate, culture and organizational change.

- Gain an appreciation of the impact organizational change has on the workforce
- Identify ways to positively lead and motivate people through cultural or organizational change
- Develop skills for effectively communicating change
- Identify ways to help team members cope with change



BUILDING & MAINTAINING HIGH-PERFORMING TEAMS

Help managers and team leaders develop the knowledge and skills to create and maintain a high performance team.

- Identify strategies to manage the different behavioral roles people take within a team and ways to improve team dynamics
- Establish personal strategies and actions that will build and maintain a high performing team
- Communicate their own team vision in an engaging way to encourage team members to "buy in"

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 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
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HARASSMENT PREVENTION (CA & NY COMPLIANT), 2-HOUR VIRTUAL & 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.](#)



LEADERS: DIVERSITY, EQUITY AND INCLUSION



DEI IMMERSION EXPERIENCE FOR SENIOR LEADERS

If you want to create sustainable change - it is imperative to get aligned on DEI terms and meaning, as well as your collective “Why?”

- Alignment on what Diversity, Inclusion, and Equity means for your organization
- Interactive experience to help each individual to craft their own diversity story
- Power, privilege and different ways it can be used to promote inclusion or division
- Facilitated group activity to create a transformational DEI strategy vs a transactional one
- DEI business case (in numbers) to get true buy-in



INTERACTIVE TRAINING FOR ALL PEOPLE LEADERS

Support this important group as they work in building a respectful and equitable work environment, while creating a sense of belonging for all employees.

- Understand how to engage in inclusive hiring
- Debiased feedback and performance management
- Trust-building tools to help increase psychological safety on teams
- Effective communication to create inclusion in a hybrid work environment



DISC ASSESSMENT & TRAINING



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



PARTNER WITH CIVILITY PARTNERS

We pride ourselves on developing custom training that fits your organization's needs. We include custom scenarios applicable to your workforce and incorporate your organization's vision, mission and core values to reinforce your company culture. In addition, all programs come with a workbook employees can use as a resource moving forward and "homework" assignments to encourage transfer of learning into the workplace.

Aside from training, we also offer these services:



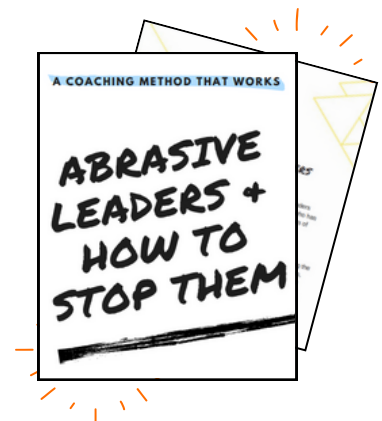
WORKFORCE SURVEYS

Climate assessments that measure culture



ACTION PLANS FOR CHANGE

Planning and implementation of strategies that make change



COACHING

For abrasive leaders

OUR EXPERTISE HAS BEEN FEATURED IN:

Bloomberg
BNA

TEDx

MSNBC

TIME

td
talent development

NBC

ALJAZEERA
AMERICA

Entrepreneur

LA
Times

FOX
BUSINESS

Psychology Today

CNN

FAST
COMPANY

USA
TODAY

npr

THE
HUFFINGTON
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abc NEWS

Forbes

Inc.

The Washington Times

[Schedule a free consultation](#)



A BETTER WORKPLACE AWAITS.

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