



Canada's Leading Expert on Civility in the Workplace

Lew Bayer, MCCT®, CCC®, is a national columnist and 7 time published author with 2 best-selling books including "Beware the Tablemonsters". She is also co-author of the much anticipated "Power of Civility" due for release in May 2011, just in time for International Civility Awareness month.

Lew is a passionate, forward-thinking, and award-winning speaker who has presented more than 2000 workshops and presentations. As President and CEO of Civility Experts Worldwide, Founder of the International Civility Trainers' Consortium and Executive Director of The Center for Organizational Cultural Competence she welcomes every opportunity to put into practice her personal belief that "civility is its own reward".

For more than 15 years Lew Bayer and the team at Civility Experts Worldwide have been helping organizations big and small boost their bottom line by incorporating civility into their best practices.

Featured Keynote... BECAUSE IT MATTERS!

Inappropriate language, discrimination, bullying, rudeness on the Web, decreased social competence, theft, disrespect for time...the statistics proving civility is on the decline are alarming.

Incivility is spreading like a virus through our homes, communities, schools and workplaces. This matters because research shows that rudeness impacts our self-esteem, our relationships, productivity, social capital, and the bottom line. In this informative and thought-provoking presentation you will learn:

- What civility means
- How civility impacts the social fabric of our homes, workplaces, academic environments, and communities.
- Ten keys to civility.
- Looking forward towards building a culture of civility

CIVILITY IS...

A **conscious awareness** of the impact of one's thoughts, actions, words and intentions on others; combined with, A **continuous acknowledgement** of one's responsibility to ease the experience of others (e.g., through restraint, kindness, non-judgment, respect, and courtesy); and, A **consistent effort** to adopt and exhibit civil behaviour as a non-negotiable point of one's character. Lew Bayer, President, CivilityExperts.com



What Is Incivility Costing Your Business?

Research shows that stress and lost productivity related to incivility result in a multi-billion dollar hit to the U.S. economy annually.

Lew's high impact, interactive, Civility at Work® training solutions are essential to managing the costs of incivility. Her programs enable your organization to:

- ♦ Assess current levels of incivility and how they are impacting your profit
- ♦ Infuse civility practices into existing training tools and best practices
- ♦ Ensure a constant "drip" of civility theory and action in your organizations
- ♦ Foster continuous buy-in and engagement; increase retention and productivity
- ♦ Maintain current levels of civility, and build on them, in hectic workplaces amidst stress, deadlines and multiple priorities
- ♦ Eliminate symptoms of viral incivility
- ♦ Assess readiness to adapt to pending demographic changes in your organization
- ♦ Attract and retain qualified employees from the growing multi-cultural labour pool
- ♦ Increase organizational cultural competence and build cross-cultural communication skills
- ♦ Build capacity through a commitment to in-house training and development
- ♦ Foster respectful communications and build civility in the workplace

Businesses and Organizations have hired Lew to deliver the following products and services:

- Social Intelligence Evaluations and Training
- Organizational Civility Assessments
- Workplace Tools for Building Social Capital
- Cultural Competence Assessments and Training
- Social Intelligence and Relational Wealth Workshops
- Business Etiquette and International Protocol
- Civility Initiative Programs
- Civility Training Support Materials
- Train the Trainer
- On-Demand Webinar Training
- Culture Coach®
- International Civility Trainers' Consortium Certification
- Diversafari® Courses and Toolkits

JOIN THE CIRCLE:
Choose Civility and Bring Your Best Self to Every Conversation, Interaction, and Opportunity.



CIVILITY CHECKLIST

- Do you take time to consider the impact of your words and actions on others?
- Do you worry about showing respect for other people and their property?
- Do you consistently exhibit a high personal standard?
- Do you consider the power you have to influence others and to foster respect?
- Do you know your values: What you stand for?
- Are you contributing to the civility crisis, or are you part of the civility solution?



Lew's Gift to You! Email events@civilityexperts.com and receive a free copy of Lew's e-book 'Pass the Promotion Please'.

BOOK LEW TO DELIVER A WORKSHOP TODAY!

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