



Workshop/Training Topics

CIVILITY AT WORK SESSIONS

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1. Action-oriented Leadership for Business Professionals

Respectful, accountable adults in business know that true leadership has nothing to do with job titles; leading is something you do...everyday. In this reflective half-day session, participants will assess their leadership skills and learn techniques for: exhibiting character, being consistent, communicating effectively, making good choices, and about choosing to be active leaders.

2. The Integrity Project: Personal Character Development

Life is stressful. With the seemingly insurmountable demands of juggling our personal and professional lives most of us are stretched to the maximum and functioning at a minimum level of fulfillment. To achieve a balance and live a rewarding, healthy life it is increasingly important to assess and redefine our personal character. What motivates you, how you set limits, what hinders your professional development or defines your interpersonal successes are all aspects of personal character development. Self-assessment and introspection can help us find balance and learn to maintain our integrity while reaching our potential. This session will help you to focus on what self-respect and being polite to yourself means to individual professionals in achieving their personal goals.

3. Setting Workplace Standards; Civility in the Workplace

Have you ever felt tied up in knots, wondering how to interpret something someone else said or not knowing how to say something you need to say? Is negativity and rudeness impacting productivity, loyalty or morale in your workplace? Effective, positive communication between co-workers, higher ups and clients is imperative in today's workplace. Tight timelines, competition and the struggle to find balance leave no place for rude behaviour, negativity, interpersonal conflict or a lack of clarity. This session focuses on modern guidelines for Civility in the Workplace.

4. Communicating Confidence and Competence

Can you imagine how much simpler life would be if everyone said exactly what needed to be said *when* it needed to be said? Whether verbal, nonverbal or in print, our communications send an impression. The experts at COCC speak with humor and insight about communicating with clarity and polish, the role of grammar, the nuances of modern technological etiquette, listening skills, non-verbal messages and how to talk to anyone, anytime, anywhere!

5. Business Writing for Results

This practical business writing session focuses on modern guidelines for professional writing. Today's reader expects clarity and conciseness. If you want to learn how to ensure your business letters, emails, memos and reports are read, you need to write for impact. The experts at COCC show you how in this informative session. Anyone in a position that requires they write for business or anyone with supervisory responsibilities who is required to manage the work of others through written communications would benefit from this session.

6. Corporate Courtesies

Whether you're picking a client up from the airport, hosting a company golf tournament or entertaining suppliers at a sporting event, you are expected to present a polished and professional image of yourself and your company. This means knowing what is appropriate dress, what food or beverage to provide, how to make guests comfortable and what the guidelines are for mixing business and pleasure in any situation. Attention to the details and surpassing clients' expectations is key to creating a memorable positive impression.

7. How to Avoid Being A Cocktail Weenie - Mixing Business and Pleasure

After this entertaining and practical keynote, you'll understand why the executive standing by the shrimp tree might leave having satisfied their appetite but they'll have missed out on meeting key clients. If you have ever been fearful about walking into a room full of strangers but want to learn how to make the most of every schmoozing situation, this humorous and experiential session is for you.

8. Corporate Dining and Entertaining for Business – Shaken not Stirred!

Think how much more business you could accomplish if you weren't worried about which fork to use. Polished dining and corporate entertaining skills contribute to an overall image of competence and confidence. During this very entertaining and informative session which is presented over a meal, attendees learn the basics of business dining, how to present themselves competently in social situations and how to effectively mix business and pleasure. Anyone who meets or entertains for business would benefit from this presentation.