



CIVILITY AT WORK© TRAIN-THE-TRAINER

SOCIAL INTELLIGENCE IS THE NEW SCIENCE OF SUCCESS Whether your occupation is politics, education, finance, retail, healthcare, hospitality or any other, building social capital and civility in the workplace can have a significant impact on your bottom line. Become an ICTC certified Civility at Work Trainer and learn how to increase productivity, foster effective communications, boost social intelligence and maximize cultural competence.

Lew Bayer, President of Civility Experts in partnership with Louise Fox, President of The Etiquette Leader is pleased to offer a Train-the-Workplace Civility Trainer:



Lew Bayer



Louise Fox

Toronto

**April 9 & 10, 2010 OR
September 23 & 24, 2010 OR
December 9 & 10, 2010**

Email louise@etiquetteladies.com for registration and information about the training venue, accommodations etc.

Winnipeg

**May 14 & 15, 2010 OR
September 16 & 17, 2010 OR
December 3 & 4, 2010**

Email events@civilityexperts.com for registration and information about the training venue, accommodations etc.

Sarasota, Florida June 23 & 24, 2010

Email events@civilityexperts.com for registration and information about the training venue, accommodations etc.

Houston, Texas September 30 & October 1, 2010

Email events@civilityexperts.com for registration and information about the training venue, accommodations etc.

LIMITED TIME OFFER: \$2850.00 *All materials, meals, and add-ons are included- the participants need only pay hotel costs if required.*

Included in the fee:

- **27 comprehensive trainer** lessons on civility at work topics (approx. 2500 pages of content)
- In-class coaching through **Workplace Civility Train-the-Trainer Workbook**
- **Ongoing support** and consultations on training content as required for 3 months
- **1 year Membership** in the International Civility Trainer's Consortium; opportunity to share and exchange ideas and support with civility trainers all over the world, and opportunity to list/sell your products through the ICTC cart.
- Opportunity to link to, and **collaborate with the Culture Coach® team** at The Center for Organizational Cultural Competence on an ongoing basis.
- **Certificate of Completion**; plus voucher- valued at \$199, to take the ICTC **Certified Civility Trainer Exam** *granted certification pending satisfactory completion of training, exam, and suitable experience within 12 months of training date.
- 4 course business **dining tutorial** on Day 1
- **Multi-cultural menu**- working lunch on Day 2
- 2 continental **breakfasts**
- **Add-on resources** and surprises, such as books or training props
- 1 of the kits (5 lessons) presented as a hard-copy (We usually print a mix so participants can exchange and take a look) as a **working sample** for the training.
- **Opportunity to win** additional kits (e.g., children's and social and tea) during the training
- Opportunity to do short presentations to **be evaluated** on presentation skills.
- Copyright **duplication privileges** for training lessons

BENEFITS OF THE CIVILITY at WORK Train the Trainer:

1. The civilityexperts.com training includes:

- Facilitation Skills training and coaching
- Assessment and evaluation of your training skills
- Opportunities to observe and experience civility training experts on-the-job
- Take-home Trainer Guides that provide a comprehensive tool with which both trainers and non-trainers, at various levels of experience, can use to teach on-site workshops and tutorials based on five core civility in business curriculums which include topics such as: social IQ, professionalism, communication skills, productivity, meeting planning, and much more.

2. The Trainer Kits include everything required to present workshops; Trainer's Guides with detailed lesson plans, power point presentations that can be adapted as required, Master's file of participant handouts such as tip sheets, exercises, and quizzes, and PDF files which can be modified for in-house tailoring and application. *Content for kits adapted with permission from TCG Inc.

TRAIN the TRAINER

AGENDA

DAY 1:

8:00am-8:30am Registration

*Attendees will be sent pre-session assignments with their registration packages.

8:30am-9:45am Welcome and continental breakfast
Discussion- Module 1

Overview of Agenda
Curriculum Overview; Introduction to the Materials
General Information on the Business of Civility
Brief History of Civility
Modern Relevance of Civility
Civility in the News
Trends in Modern Business Related to Civility
Statistics on Civility
Quotes and Anecdotes about Civility
Reference and Research on Civility

9:45am-10:00am BREAK

10:00am-11:15am Discussion- Module 2

Profile of a "Civility Trainer"
Pre-session Assignment: PS2A: Assessing Your Skills
Identifying Your Audience/client; Assessing Needs
Pre-session Assignment: PS2B: Identifying Your Civility Training Goals
"Selling" Civility
What are Your Training Goals?
Defining Your Product

11:15am-11:30am BREAK

11:30am-1:30pm 4 course business and social dining Tutorial

See the "etiquette lady" Louise Fox in action- observe and experience an instructional dining tutorial. (Content for this tutorial provided in your package)
References to Networking, Dining, Social Etiquette, and Corporate Courtesies lessons.

1:30pm-1:45pm Break

1:45pm-2:30pm
Discussion- Module 3

Public Speaking with Lew Bayer
Understanding Adult Learning Styles

Training Approaches for Various Audiences
Individual Speaking Assessments
Group work

2:30pm-2:45pm

BREAK

2:45pm-3:45pm

Curriculum Review

Core Topic Area: 1. Communicating Respect and Civility (5 Lessons)

- Lecturette- on Teaching Communication Skills with Louise Fox
- Best practices- training tips and in-class exercises/activities trainers can use
- Trends and issues
- Applying the content

3:45pm-4:30pm Homework Assignments, Day 1 Questions & close of Day 1.

DAY 2:

8:00am-8:30am

Continental breakfast

8:30am -9:30am

Discussion- Business Communications

Review Homework

Writing for Business- Best Practices for Writing that Gets Results with Lew Bayer

9:30am-9:45am

BREAK

9:45am-11:30am

Curriculum Review

Core Topic Area: 2. Setting Standards for Professionalism (5 Lessons)

- Lecturette- All about Corporate Courtesies with Louise Fox
- Best practices- training tips and in-class exercises/activities trainers can use
- Trends and issues
- Applying the content

11:30am-11:45am BREAK

11:45am-1:00pm Working Lunch- Multicultural Menu

Core Topic Area: 5. Civility Around the World

- Lecturette on What's Your Cultural Competence? with Lew Bayer
- Best practices- training tips and culture games/activities
- Trends and issues
- Applying the content

1:00pm-1:15pm BREAK

1:15pm-2:15pm

Curriculum Review

Core Topic Area: 3. Social Intelligence

- Lecturette on Boost Your Social Intelligence with Lew Bayer
- Best practices- training tips and incorporating Social IQ
- Trends and issues
- Applying the content

2:15pm-2:45pm BREAK

2:45pm-4:00pm

Curriculum Review

Core Topic Area: 4. Professionalism in the Workplace

- Lecturette – First Impressions and Professional Image with Louise Fox
- Best practices- training tips on teaching dress and decorum
- Trends and issues
- Applying the content

4:15pm-5:00pm Questions, Certificates and Session Close.

OVERVIEW OF CURRICULUM TOPICS

*Each curriculum kit (5) contains paper copy of a Trainer's Guide and Masters File for Participant Workbooks, and CD Rom copy of PDF files including adaptable PPT presentations. Copyright privilege for a 3 year period is included in the fee.

1. Communicating Respect and Leadership

Everything you need to know to help individuals and groups in business settings communicate with confidence and courtesy. Topics include pinpointing communication problems and overcoming communication catastrophes, listening skills, communication habits that increase teamwork and productivity, understanding communication types, nonverbal communication, first impressions; handshakes, and use of business cards, verbal communication skills; voice, word choice, using technology politely, and more.

2. Setting the Standard: Building Credibility Through Client Interaction

This content covers essential business entertaining and corporate courtesy. Topics include everything from formal business dining, to networking and reception etiquette, corporate gift giving, proper use of thank you cards and business correspondence, corporate event planning, meeting and presentation protocol, business travel etiquette, and mixing business and pleasure guidelines.

3. Leveraging Social IQ- Achieving Maximum Potential

Among other things, success in modern business is typically achieved through a combination of technical skills, timing, character, attitude, and Social IQ. Increasingly, Social IQ is one quality which when leveraged can boost success. This content covers the basics of Social IQ including theories and why it is important. In addition to the basics of Social IQ- as related to business environments, materials include: key facets of productivity, ten steps to gaining confidence and how to eliminate self-defeating behaviours, decision-making skills, negotiating, time and priorities management strategies, and more.

4. The Power of Professional Presence

Knowledge about how to present a professional image gives a powerful edge over the competition. First impressions do matter and there's a lot more to professionalism than an expensive suit. Success in modern business is determined by a combination of confidence, competence, attitude, demeanor, and communication. These are enhanced by a polished executive image. This content includes tips on how to leave a positive lasting impression, discusses what "professionalism" means in relation to appearance and attitude, details about what "performance" attire is, recognizing behaviours that undermine your credibility, nonverbal communication, and utilizing posture and stance to communicate more effectively.

5. Business Etiquette World-wide

Increasingly success in business requires an understanding of how people around the globe handle business; their habits, customs, and protocols. This interesting and informative material looks at how different cultures handle some of the basics of business etiquette.