

Every Girl Can Canada Initiative, Publisher of Civility at Work Magazine™, Founder of the Macaroni and Please Manners at School program, proud mentor for The Etiquette House, and President of the International Civility Trainers' Consortium.

What's next? To meet growing demand for civility training, Civility Experts Worldwide launched the Civility Speakers Bureau 2011 and the flagship location of In Good Company Etiquette Academy and Finishing School is scheduled to open September 2012.

Civility in the Workplace®

Whether it's email rudeness, unprofessional dress, poor service attitude or ineffective communication skills, incivility at work directly impacts our self-esteem, our relationships, our health and our productivity. In a work-world where downsizing, recession, labour shortages, demographic and other issues are common, is it too much to expect people to mind their manners? Is there hope for common sense and civility at work? Bring along your toughest workplace civility issue and join Canada's leading civility expert Lew Bayer to learn about behavioral accountability, the costs of rudeness, and strategies for increasing civility at work.

In the morning we will;

- Define civility
- Assess the extent of incivility in their current workplace by complete the short form Organizational Civility Scale™ (mOCS)
- Recognize barriers to civility
- Understand the "business priority" and how it impacts civility at work
- Choose from 25 keys to civility to create a sample workplace civility code

- Identify toxic behaviors by assessing habits that can cost their reputation and the respect of others

After lunch we will:

- Adopt strategies for addressing "in-character" and "inadvertent" incivility among co-workers
- Learn how to repair toxic relationships and build an atmosphere of mutual respect that helps retention and productivity
- Improve the balance of organizational conditions that facilitate or inhibit incivility
- Discuss steps to creating and implementing a formal Civility Initiative in your workplace including tools and resources you can use as soon as you get back to work!



Saskatchewan Dental Assistants' Association & Saskatchewan Dental Hygienists' Association

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Civility in the Workplace

**March 2, 2013
9:00 am - 3:30 pm
(8:30 am Registration)
Queensbury
Convention Centre
Regina**

**For Course Information
Call 306-252-2769
(feel free to leave a message and
a daytime call back number)**

SDAA & SDHA Professional Development Seminar

DATE: Saturday March 2, 2013

TIME: 9:00 a.m. - 12:00 noon
12:30 p.m. - 3:30 p.m.
Registration - 8:30 a.m.

PLACE: Queensbury Convention
Centre - Evraz Place
1700 Elphinstone Street
Regina SK

TUITION: \$75.00
(Lunch/Coffee Breaks provided)

CREDITS: 6.00 (sign in/sign out)
Category A

DEADLINE: February 22, 2013
Late registrants are requested to
please email to confirm your at-
tendance at sdaa@sasktel.net or
call 306-252-2769

SDAA Professional Development
PO Box 294
Kenaston SK, S0G 2N0
Phone: (306) 252-2769
Fax: (306) 252-2089
Email: sdaa@sasktel.net

Cheques Payable To: "SDAA P.D."
Free Parking

[Please be advised that cheques will be deposited when received. Refunds will be made available provided your registration is cancelled prior to the course]



Low Bayer: President Civility Experts:

A commitment to choosing civility and striving daily to practice what she preaches has made Lew Bayer an internationally recognized leader in her industry.

For the past 14 years, Lew has lead the team at Civility Experts Worldwide- now 33 affiliates strong with representation in 12 countries- and earned the title of Canada's leading expert on civility in the workplace.

Lew is a recipient of the Manitoba Woman Entrepreneur of the Year Award for International Business. She was also nominated for the RBC Canadian Woman Entrepreneur of the Year Award in 2009 and in 2010. In May 2010, Lew was the first Canadian to be awarded the prestigious AICI International Civility Star Award.

Release of *The Power of Civility* in May 2011 makes Lew an 8-time published author. Lew is a national columnist who is frequently called upon for expert advice. She has worked with organizations large and small all over the world.

Lew takes the view that "*civility is its own reward*" and so encourages her team and clients to focus on the social capital outputs and less tangible benefits building social intelligence and culturally-competent communication consistently deliver. Lew is a graduate of McGill University, a faculty member at Georgetown University and for the Canadian Management Center in Toronto. Additional credentials included Certified Culture Coach®, Master Certified Civility Trainer, and Essential Skills Practitioner. Lew is also founder and Executive Director of the Canadian Center for Cultural Competence, Chair of the



SDAA & SDHA

Enrollment Application - "March 2, 2013: Civility in the Workplace!"

Name: _____ Affiliation (DA,RDH,SDT, DMD): _____ License No: _____

Address: _____ City: _____ (Work) _____ PC: _____

Telephone _____ (Residence) _____ Email: _____

Forward application to: **SDAA Professional Development** I enclose \$75.00
c/o SDAA PO Box 294 Kenaston, SK S0G 2N0
Phone: 306-252-2769 [SDAA Office] Fax: (306) 252-2089 [SDAA Office]
E-mail: sdaa@sasktel.net