



PITCH PERFECT: FOSTERING A CULTURE OF CIVILITY & RESPECT IN THE WORKPLACE

CTR FACTOR – TRAINING & DEVELOPMENT

When it comes to fostering a culture of civility and respect, micro-actions multiplied many-fold, unintentionally and imperceptibly, manifest in macro-impacts. Even slightly questionable behaviors, when demonstrated by some individuals on some occasions, can result in a challenging work environment across the business for many. Often, these behaviors are not egregious enough to warrant a formal complaint from their recipients, who worry about disproportionate consequences for the people who indulge in them, so they are not visible enough to take organizational action. Collectively, taken together across all their manifestations and occurrences, they can constitute a hazard and hurdle with regards to respect and civility.

Therefore it is important to understand the nuances between behaviors that are appropriate and inappropriate, along with their origins deep within the unconscious biases and hidden cultural beliefs we have. This course seeks to apprehend, assess, and address these behaviors, and the biases that initiate them, and the beliefs that perpetuate them.

LEARNING ELEMENTS:

1. VERBAL MICRO-ACTIONS: 2. BEHAVIORAL MICRO-ACTIONS: 3. PHYSICAL MICRO-ACTIONS:

Disclose vs Divulge

Enquire vs Inquire

Commend vs Compliment

Amuse vs Bemuse

Invite vs Inveigle

Assist vs Abet

Endorse vs Extol

Award vs Reward

Connect vs Contact

Interpret vs Infer

Look vs View

Approach vs Advance

