# Instructors Guide

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.
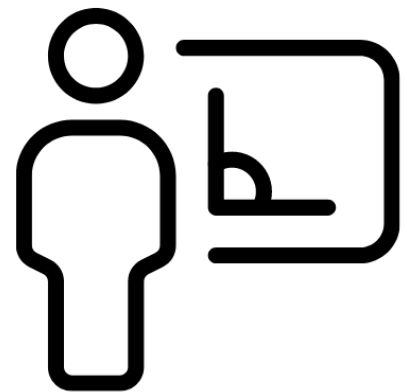
> *Civility costs nothing, and buys everything.*
>
> *Mary Wortley Montagu*

Module Two: Introduction

Failing to smile at co-workers, or even just a tendency to smirk at a client's unusual request, may not seem like much at first glance. But these seemingly innocuous behaviors can be costly in the long run. It's important then to be appraised of the nature of civility, its behavioral indicators, and why its practice is imperative within an organization.

In this module, you will be introduced to the concept of civility, and the idea that even a little consideration can go a long, long way. Signs of uncivil behavior, its costs and rewards, as well as the case for promoting civility in the workplace, will also be discussed.

What is Uncivil Behavior?

Civility represents the social norms and rules that must be followed in order to positively and productively relate with others. When people hear the word "civility," words that come to mind include *respect, courtesy, tolerance, consideration, and a rational approach to conflicts.* Behaviors that threaten positive and productive relations with other people, therefore, constitute uncivil behaviors.

You can be uncivil without meaning to --- for instance, you simply assume that what's acceptable in one social context (say, at your old workplace, or at your home) is acceptable across all contexts. Or you can be uncivil intentionally, e.g. you verbally attack a co-worker because you can't be bothered to provide reasonable accommodation.

What behaviors can be considered uncivil? There are many. Below are just a few examples:

- **Failing to acknowledge another person's presence**: Ignoring other people's greetings and well-wishes; going past a co-worker without so much as a nod or a greeting.

- **Using abusive language**: Being verbally abusive or using crude language

- **Gossiping**: It's uncivil behavior to both instigate and spread rumors against another person, regardless of whether the "news" seems accurate or relevant.

- **Discounting employee contribution:** Discounting means deliberately downplaying or ignoring the importance of another person's statement or work contribution. For instance, some members in a team may tend to cut off a person that they do not like during a brainstorming session. Taking credit --- or worse, compensation! --- for work that you did not do is also an example of discounting behavior.

- **Bullying and intimidating co-workers:** Threatening violence against co-workers who would report timesheet irregularities to management; leveraging the power of cliques in order to ostracize particular individuals.

- **Sabotaging individual and company efforts:** Intentionally not informing a co-worker of pertinent information.

- **Discriminating against a particular individual or group:** Attacking an individual based on intrinsic characteristics such as race, gender, age, mental ability, and physical appearance.

- **Practicing insensitivity against co-workers' needs:** Inability to pay attention to the feelings and needs of others e.g. not giving a grieving co-worker time off before demanding workplace attendance. Insensitivity may also come in the form of engaging in activities distracting to co-workers, e.g. taking a cell phone call while in the middle of a meeting, not cleaning up the whiteboard as one leaves the training room, and demanding attention from subordinates outside of the prescribed working hours.

- **Practicing poor etiquette in dealing with correspondence:** Ignoring phone calls and emails, using company email to send private messages, and discussing individuals in mailing lists as if they are not there.

It's worth noting: civility goes beyond mere good manners.

Civility is about effective self-awareness and effective social awareness. You can't be an effective practitioner of civility until you recognize your place in the general scheme of things, and learn to develop an appreciation for the unique contribution of everyone else. It's a delicate balance between pursuing self-interest and practicing self-control. For this reason, effective programs on civility must always be prefaced by a training workshop on attentiveness to self and others.

Estimated Time	10 minutes
Topic Objective	To define civility. To provide behavioral indicators of incivility in the workplace.

Topic Summary	Civility represents the social norms and rules that must be followed in order to positively and productively relate with others. Behaviors that threaten positive and productive relations with other people, therefore, constitute uncivil behaviors. Behaviors that may be considered as uncivil include, but is not limited to: • Failing to acknowledge another person's presence. • Using abusive language. • Gossiping. • Discounting employee contribution. • Bullying and intimidating co-workers. • Sabotaging individual and company efforts. • Discriminating against a particular individual or group. • Practicing insensitivity to co-workers' needs. • Practicing poor etiquette in managing correspondence.
Materials Required	Flipchart Paper, Markers
Planning Checklist	A seminar-workshop on "Civility in the Workplace" may have come about because of reported instances of uncivil behavior in an organization. There may even have been a critical incident that made training on civility a top priority. If this is the case, the facilitator is recommended to present the definition of civil and uncivil behavior to the group's unique context. Note though that centering the discussion on problematic behaviors exhibited by the participants may increase defensiveness in the audience. Care must be taken to establish an atmosphere conducive to honest self-assessment. For best results, establish early that the objective of the seminar-workshop is the good of the organization. Offer the disclaimer that discussion is not intended to single out specific personalities. NOTE: Facilitator must practice sensitivity in recognizing participants who would use the learning situation to attack co-workers. Comments that may seem innocent may actually be "digs" at specific people. A meeting with the Human Resource Personnel, the group's manager and/or the department who requested the workshop is recommended to be informed of potential interpersonal clashes that may arise during the discussion.
Recommended Activity	Ask participants to come up with workplace behaviors that would compel them to tag a person as "uncivilized." List all these behaviors on flipchart

	paper.
	
	Once the list is accomplished, share the responses to the participants.
	
	Ask the group:
	
	    a. Does everyone agree that each item on the list constitutes an uncivil behavior?
	
	    b. How many of the listed behaviors do they see in their co-workers? In their supervisors? In themselves?
	
	    c. How do they feel about having these "uncivil" behaviors in their workplace?
	
	    d. If these are "uncivil" behaviors, what would be their "civil" counterparts?
	
	NOTE: The term "uncivilized" may encourage participants to provide answers representing the more extreme or explicit side of incivility. But incivility can be very subtle and perceived as harmless. The activity can be a way to provide feedback to the group that they need to change their mindset regarding "small" cases of discourtesy as not being "uncivilized" behavior.

Stories to Tell	How common is incivility in the workplace? According to research by the Marshall School of Business at the University of Southern California, almost 80 percent (or 8 out 10) employees believe "they get no respect at work", while 20 percent reported that they are "victims of incivility on a weekly basis."
Delivery Tips	You can use artworks depicting the concept of "The Ascent of Man" to illustrate what most people would consider the journey to civility. The Ascent of Man, which shows the caveman's transformation to a modern man, can illustrate how some people may be considered as more mature or more evolved than others based on how they appear and behave. While the metaphor may seem generic at first, it emphasizes the idea that if a person wants to aim for higher ideals or better social intelligence, they must be willing to be "transformed" from a person who merely acts out their immediate impulses, to a person who uses intellect, discernment and values to navigate the world.

Three Reasons Why You Should Be Civil

The case against the stronger forms of uncivil behaviors, such as bullying and racial discrimination, is easy to build. After all, violence in the workplace can get an employee fired, if not arrested and sent to prison.

But how about the softer, yet no less important, acts of civility? Are there compelling reasons to give one's boss a warm "hello" every morning? Are there tangible benefits to making sure that you don't dump your folders in your neighbor's work station? For the more subtle acts of consideration, the case for engaging in civil behavior seems harder to present. But not impossible!

Consider the following three reasons why you should practice civil behavior:

1. **There's no escaping other people!** Cliché as it may sound, no man is an island. You may be a self-starter and a person who takes pride in being able to work with minimal supervision. You may be blessed with innate talent that makes you indispensable in an organization. But you'd still need to rely on suppliers to create a product that will impress both stockholders and consumers alike. You still need the trust of your team mates in order to execute an idea. And, whether you admit it or not, the positive regard of those who work with you will do a whole lot for your self-esteem. Unless you learn how to play nice, you'll never be able to make it very far. Or at least, your path towards success will be littered with landmines you could do without.

   In short, your survival in the modern world, a world where everyone is linked together (probably more so than in the past few decades), depends on civility!

2. **There are many benefits to practicing civil behavior.** Civility is not lacking in the WIIFM factor, or the "What's In It for me?" factor. Some of the benefits of civility to an organization or an individual employee are even proven by empirical research.

   To begin with, civility helps create a positive working environment. Motivation theories support that happy and relaxed workers are productive workers --- and willing to go the extra mile for their company. On the flipside, disrespect and inconsideration on a jobsite is highly stressful, and can contribute to workers' low morale. Indeed absenteeism and low employee retention is common in companies where incivility is the norm. You can also expect that time better spent finding workable solutions to problems gets wasted in name-calling, "scapegoating" and face-saving.

   But as importantly, the deliberate practice of civility can help a person grow as an individual. Civility teaches emotional intelligence --- a person learns to control anger and frustration until an appropriate time comes to express them, they understand that there may be more important things at stake than a petty argument during a boardroom meeting; they reach goals set for self and others. Managing uncivil behavior also teaches social skills such as conflict management and negotiation, skills which can be applied across many areas of life.

3. **Lastly, it's the right thing to do.** If anything else, civility is recommended because it's the right thing to do. Most of the world's accepted religion, philosophies, and belief systems advocate consideration for one's fellow man --- indeed, isn't the golden rule "do unto others as you would have done to you"? To quote Richard Boyd, associate professor of government in Georgetown University, *"To fail to be civil to someone — to treat them harshly, rudely or condescendingly — is not only to be guilty of bad manners, it also, and more ominously, signals a disdain or contempt for them as moral beings."*

Violence and ill-will against other people, regardless of degree, never brings anything positive to a work environment. Indeed, even the current political landscape advocates tolerance and equality, cooperation and mutual support. The world is already past the age where it's each man for himself, where self-interest in pursued at all cost. We can afford to be more polite and above irrational reactions.

Estimated Time	10 minutes
Topic Objective	To provide 3 reasons to practice civility in the workplace.
Topic Summary	People should be civil because: 1. There's no escaping other people! 2. There are many benefits to practicing civil behavior. 3. It's the right thing to do.
Recommended Activity	Facilitator can segue into the discussion of the 3 reasons to be civil by asking participants what motivates them towards politeness and consideration of peers, supervisors and subordinates. Document the responses on a flipchart paper. From the group's responses, distill the strong and compelling motivators of the group members for practicing civil behavior.
Materials Required	Flip chart Paper, Markers
Stories to Share	Joseph A. Michelli, in his book *"The Starbucks Experience: 5 Principles for Turning Ordinary to Extraordinary",* spoke about how a strong sense of community in a Starbucks office made an employee who has legal right to claim an $87 million lottery jackpot share her winnings with everyone in the office. According to Mary Champaine, store manager at a Starbucks Urban Coffee Opportunity store, *"We here at Starbucks work as a team, and we support*

	one another. And if I would have taken all the money, then I wouldn't have been part of the team, and everything that I've been working for would be nothing." Imagine how a culture of teamwork and support can make people do even what most would consider a very impractical decision!
Delivery Tips	There are many compelling reasons to practice civility in the workplace; certainly the list is not limited to the three presented in this module. You can anchor the reasons for civility that you will present on the Mission-Vision of the group that you're giving the seminar-workshop for. For example, if the company's mission-vision is to create a family atmosphere in a small bed-and-breakfast, then you can explain how civility can realize this goal. Consider as well the culture of the group you are giving the workshop for. If you're giving the workshop for people working in individualist countries, note that your audience is more likely to see the value of personal benefits of civility (e.g. less stress at work and increased emotional intelligence) than organizational benefits of civil behavior. Participants working in collectivist cultures, on the other hand, are more likely to appreciate how civility creates a stronger team spirit or corporate brand.

Dealing with Difficult Personalities

 A huge source of stress at work is the need to adjust to different personalities. Each person is unique, and even when you're dealing with a responsible and emotionally mature co-worker, friction is inevitable simply because the other person will never be exactly like you. But the stress of interacting with co-workers is multiplied a hundredfold when the other person doesn't just have a different personality, but also a difficult one.

What may be considered as a difficult personality?

The answer is subjective; a difficult personality for one person need not be a difficult personality for another. But usually, people perceived as difficult are those who manifest *inflexible extremes* of personality traits.

For instance, while being controlling is a desirable trait in a manager (after all, a manager's job is to control what is happening in a workplace!), being excessively controlling would just make the people under the manager's care feel stifled. or even abused. Recognition of the need to consult co-workers about major company decisions is a good thing. But when an employee consults everyone else on

almost everything, to the point that the constant "consultation" is already dependency in disguise, then the person becomes difficult to work with.

When working with a difficult personality, most people's immediate response is an unhelpful one: a response aimed more at relieving personal stress than creating a more workable relationship. For instance, there is a tendency to avoid dominant personality types, lecture the overly dependent, and exact vengeance on the passive-aggressive. The result is an endless cycle of dysfunctional relating that creates more problems than it solves.

Civility is one of the best ways to deal with difficult personalities in the workplace.

Civility sets the stage for effective communication --- in many ways, dealing with difficult personalities is simply a matter of setting and negotiating boundaries. After all, difficult personalities are not "bad people." They just have a fixed way of relating and may need feedback from peers in order to adjust.

As importantly, civility creates a positive atmosphere which allows people to see beyond the obvious implications of people's behavior. For instance, many supposedly difficult personalities are simply people who have needs that are not being functionally addressed. You may see your co-worker as annoying when they simply crave attention and recognition. It's also possible that your difficult co-worker is merely channeling anger and frustration from their personal life into their workplace. When you engage in civil behavior with your co-worker, you provide more opportunities for supportive interaction and empathy --- which opens the door to fixing your problematic interaction with one another!

Estimated Time	10 minutes
Topic Objective	To introduce the concept of difficult personalities. To explain how civility is the best way to deal with a co-worker with a difficult personality.
Topic Summary	A huge source of stress at work is the need to adjust to difficult personalities. What constitutes a difficult personality is subjective. But usually, people perceived as difficult are those who manifest *inflexible extremes* of acceptable personality traits. When working with a difficult personality, most people's immediate response is an unhelpful one: a response aimed more at relieving personal stress than creating a more workable relationship. But civility is one of the best ways to deal with difficult personalities in the workplace. Civility sets the stage for effective communication --- in many ways, dealing with difficult personalities is simply a matter of setting and negotiating boundaries. And as

	importantly, civility creates a positive atmosphere which allows people to see beyond the obvious implications of people's behavior.
Materials Required	Flip chart, Marker
Recommended Activity	Ask the participants to think of a person who they consider as having a difficult personality. Without naming names, ask the participants to reflect on the following questions: 1. What is it about this person that makes them a difficult personality to relate with? 2. Do I relate to this person with civility? On a scale of 1 to 10, with 10 being the most civil, how civilly do I relate with this individual? 3. Are there extra efforts towards civility that I can make in order to improve my relationship with this person? If yes, what else can I do? What do I suppose will be the effect of exerting these added efforts towards civility?
Planning Checklist	Because the main objective of this section is to merely emphasize the point that civility is a solution to difficult personalities in the workplace, a list of the difficult personalities commonly found in the workplace will not be discussed. But it's advised that you research the many different kinds of difficult personalities commonly found in the workplace in order to better react to the group's responses to the activity. You may also refer to personalities considered as pathological or extreme in nature, listed in the Diagnostic and Statistical Manual of Mental Disorders published by the American Psychological Association.
Delivery Tips	You can ask the participants to reflect on these questions individually or discuss them in a dyad. You can also opt to ask just one participant to share their answers with everyone, with you as facilitator asking directive questions to highlight the point that civility is the best way to handle a working relationship with a perceived difficult personality.

Cost and Rewards

While incivility can be perceived as innocuous behaviors, they can significantly affect the company's bottom line. Incivility has direct impact on company productivity, sales, and customer retention. Civility, on the other hand, can improve all these areas considered as relevant in the running of a successful organization.

(This section is a mere introduction to the idea that incivility in the workplace has negative consequences, while civility has more to offer than simply peaceful working conditions. Kindly refer to Module 4: Costs and Rewards for a more thorough discussion of this topic.)

Estimated Time	5 minutes
Topic Objective	To introduce the idea that incivility in the workplace has corresponding costs and rewards.
Topic Summary	While incivility can be perceived as innocuous behaviors, they can significantly affect the company's bottom line. Incivility has direct impact on areas such as company productivity, sales, and customer retention. Civility, on the other hand, can improve all these areas considered as relevant in the running of a successful organization.
Materials Required	Flip chart Paper, Marker
Recommended Activity	Research has shown that most instigators of incivility in the workplace are those occupying positions of power. Brainstorm with the participants all the possible effects of having a boss who is discourteous to team members. Come up with not just immediate consequences but also long-term costs of uncivil behavior from a company superior. Next, discuss how courteous behavior from managers can impact a business or organization.
Delivery Tips	Note that this section is a mere introduction to the idea that incivility in the workplace has costs, and civility in the workplace has corresponding rewards. The topic will be discussed in greater detail on Module 4: Costs and Rewards.

Practical Illustration

The following is a case account that can help your participants understand the concepts presented in this module better:

Jane Smith is a 33-year-old newly hired provider of administrative support to a manager of a financial consulting firm. While generally competent at the demands of her job, Jane is not skilled in self-presentation, particularly in dressing up and styling hair and make-up appropriate for the formal atmosphere of a consulting firm. Her boss berates her for this, often in full view and hearing of other staff members. The boss calls her "ugly, frumpy and a disgrace to good reputation of the company." Jane has even heard her boss refer to her as a "hag", for instance the boss would instruct a subordinate to "leave the report at the hag's table when done."

Jane has made several attempts to improve on her manner of styling and dressing, but the result never meets her boss' satisfaction, mainly because Jane lacks understanding of what is required of her in appearance. The constant reprimand about her looks gave Jane much stress, and lowered her self-esteem to the point that she finds ways to avoid entertaining her boss' clients. Jane even interacts little with co-workers.

Jane resigned from the job within 7 months of accepting the position.

Guide Questions:

1. Would you consider the behavior of Jane's boss as uncivil? Explain your answer.

2. From the case account presented, what are the effects of the boss' behavior on Jane? What do you think is the impact of the situation on the entire company?

3. If you were in Jane's position, how would you feel about your boss' actions towards you? Would you have reacted similarly? Why / why not?

4. What do you think is the best way to respond to the situation Jane found herself in? What would be needed to improve the situation?

5. In your experience and observation, is Jane's case typical in the workplace? What makes you say so?

Module Two: Review Questions

1.) Which of the following behaviors can be considered uncivil?

    a) Starting a rumor about workplace romances
    b) Cutting off a co-worker's suggestion
    c) Hiding files that your manager needs
    d) All of the above

    All are examples of uncivil behavior

2.) Which of the following is not true about civility?

    a) Civility represents social norms and rules that must be followed in order to positively and productively relate to others
    b) Civility begins with effective self and social awareness
    c) Civility is an important aspect of every day work life
    d) All acts of incivility are intentional

    You can be uncivil without meaning to --- for instance, you simply assume that what's acceptable in one social context (say, at your old workplace, or at your home) is acceptable across all contexts.

3.) True or False: If you are good at what you do, you don't need to bother with being civil to other people.

    a) True
    b) False

    Behaviors that threaten positive and productive relations with other people, therefore, constitute uncivil behaviors

4.) Which of the following is a good reason to practice civility in the workplace?

    a) Every person, regardless of age, race, or contribution, deserves to be treated with respect
    b) Civility resonates with many of the positive values of society, including tolerance and mutual support --- it's the humane thing to do
    c) Civility creates a conducive working environment as well as a stable and productive company
    d) All of the above

    Each is an example of why civility in the workplace is important

5.) True or False: The best way to treat a co-worker with a difficult personality is give them back the same frustration that they give you.

   a) True
   b) False

   When you engage in civil behavior with your co-worker, you provide more opportunities for supportive interaction and empathy

6.) What does this statement mean: *"Civility sets the stage for effective communication with a person perceived to have a difficult personality."?*

   a) If you act with civility towards a difficult personality in your workplace, you get to constructively discuss what the problem is. Reacting in anger will merely close down all channels of communication
   b) Civility helps make a person feel acknowledged and appreciated, which makes them more open to feedback
   c) It's impossible to have a good conversation with a co-worker who has a difficult personality. The only thing that you can do is bear their nature while getting the work done
   d) A and B

   Civility sets the stage for effective communication --- in many ways, dealing with difficult personalities is simply a matter of setting and negotiating boundaries. After all, difficult personalities are not "bad people." They just have a fixed way of relating and may need feedback from peers in order to adjust.

7.) Which of the following shows insensitivity in the workplace?

   a) Taking a cell phone call while in the middle of a meeting
   b) Not cleaning up the whiteboard
   c) Demanding attention
   d) All of the above

   Taking a cell phone call while in the middle of a meeting, not cleaning up the whiteboard as one leaves the training room, and demanding attention from subordinates outside of the prescribed working hours.

8.) The cliché, no man is an island, means what?

    a) Everybody needs somebody
    b) You cannot escape people
    c) A and B
    d) Neither A nor B

    There's no escaping other people! Cliché as it may sound, no man is an island.

9.) Incivility has direct impact on _____.

    a) Company productivity
    b) Sales
    c) Customer retention
    d) All of the above

    Incivility has direct impact on company productivity, sales, and customer retention

10.) Civility sets the stage for _____ communication.

    a) Poor
    b) Ineffective
    c) Effective
    d) Verbal

    Civility sets the stage for effective communication.

PowerPoint Slides

Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.
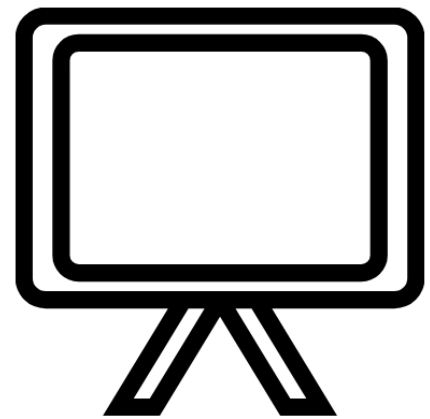
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Introduction

Failing to smile at co-workers, or even just a tendency to smirk at a client's unusual request, may not seem like much at first glance, but these seemingly innocuous behaviors can be costly in the long run.
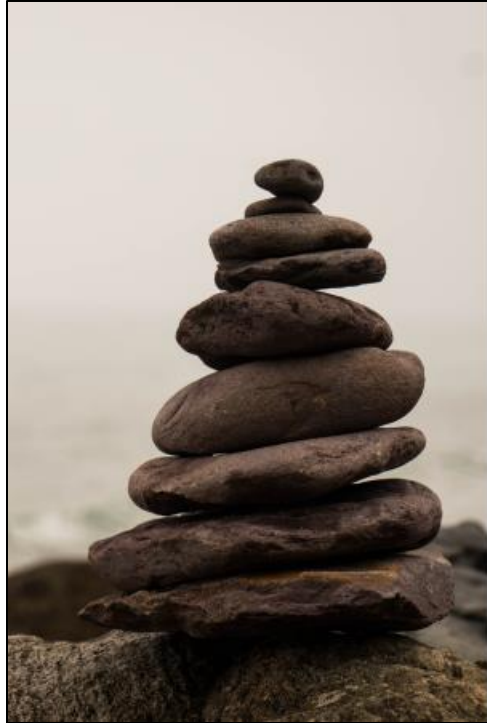
What is Uncivil Behavior?

You can be uncivil without meaning to be; you simply assume that what is acceptable in one social context is acceptable across all contexts.

Three Reasons You Should Be Civil

- There is no escaping others

- There are benefits to being civil

- It's the right thing to do

Dealing with Difficult Personalities

Usually, people perceived as difficult are those who manifest inflexible extremes of personality traits.

Cost and Rewards

Incivility has direct impact on company productivity, sales, and customer retention.

Practical Illustration

- What is Uncivil Behavior?
- Three Reasons You Should Be Civil
- Dealing With Difficult Personalities
- Cost and Rewards

Module Two: Review Questions

1. Which of the following behaviors can be considered uncivil?

A. Starting a rumor about workplace romances

B. Cutting off a co-worker's suggestion

C. Hiding files that your manager needs

D. All of the above

Quick Reference Sheets

Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

Civility in the Workplace
Quick Reference Sheet

Collaborating

According to the Search for Common Ground, a non-profit organization that aims to transform conflict into cooperative action, there are four steps to cooperative conflict management:

1. Raise the issue with the other person in a way that invites cooperation.

2. Listen to each other to discover your interests.

3. Create options: possible ways to solve the problem.

4. Develop an agreement that meets as many as possible both of your interests.

Compromising

Compromising, also referred to as bargaining, is the middle ground between collaborating and competing.

When you compromise, just like when you engage in collaboration, you're willing to see the other person's point of view. But unlike in collaborating, you don't aim to go so far as find that ultimate solution equally favorable to both sides. Instead, you're willing to find even just the minimum workable solution, and allow the sacrifice of some interests.

Accommodating

The Accommodating Style of conflict management involves sacrificing most, if not all of your interests in order to satisfy or gain the favor of the other party. Basically, accommodating is deliberately taking a loss on the bargaining table.

Competing

If collaborating involves the merging of two different points of view, competing is the opposite. Instead of working together, competing promotes seeing the other party as an opponent that must be challenged, if not defeated. The objective is clearly to win, and for the other party to lose.

Competing, however, is vulnerable to underhanded tactics and victimization. There are some people who are willing to cross many lines to get to the end goal of winning. For instance, bullying and intimidation can be off-shoots of a competing conflict management style. The same goes with the use of personal attacks and manipulation. Under-the-table campaigns, such as the use of bribery, can also come about because of competing. The winner of the conflict is not always the person who is on the right; rather they may simply be the person who holds the most power.
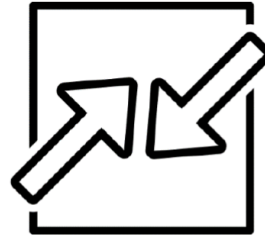
Handouts

Each course is provided with a wide range of worksheets. Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.
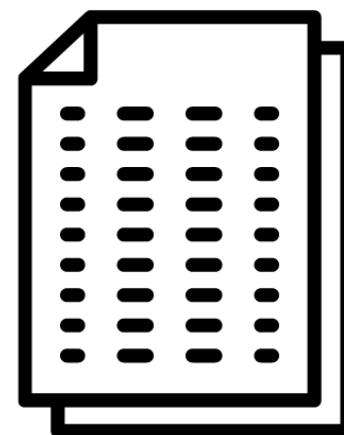
Icebreaker: Friends Indeed

PURPOSE

To get participants moving around and introduced to each other.

MATERIALS REQUIRED

- Name card for each person

- Markers

PREPARATION

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You, as the facilitator, should take the place in the center of the circle.

ACTIVITY

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home

- Friends who are wearing blue

- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.

- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.
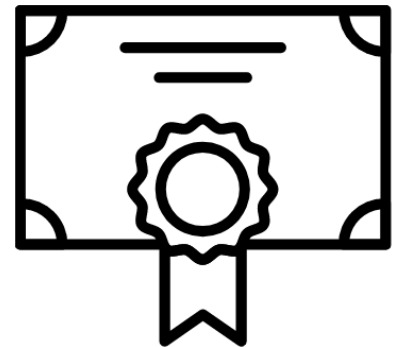
CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

Civility in the Workplace

Awarded this _____ day of _____ e _____, 20 _____

Presenter Name and Title