

CIVILITY AT WORK®

ONLINE Train-the-trainer Certification Program

BUY NOW Regular price \$899.99 CDN

Limited time offer \$499.00 CDN

This is an unbelievable offer- you will have EVERYTHING YOU NEED TO START A MONEY-MAKING BUSINESS TEACHING ETIQUETTE AND CIVILITY:

You receive:

- 20 ready-to-use lessons; **see below for list of lessons**, approximately 1500 pages of proven-effective curriculum
- Trainee workbook with need to know best practices, **sources and resources** for building a successful training business.
- **12 month membership with the International Civility Trainers' Consortium** (ICTC) 500+ resources, tip sheets, and add on materials
- **Practice exam** for ICTC certification & voucher valued at \$399 to challenge the exam when you are ready.
- Free access to ongoing **Civility Experts Worldwide Webinars**
- 4 Civility **e-Books**
- **Optional add-ons** for logo and web site development as well as Personal Image Training.

WHAT YOU GET!

- Trainer Workbook
- 20 Civility at Work Lessons
- 24/7 Access to training webinars
- Login for Online Learning Center
- 3 E-books; Power Suit Power Lunch Power Failure, P's & Q's for Profit and Pass the Promotion Please!
- Power of Civility E-book
- Login info for ICTC membership
- Plus more...

ALL Civility at Work© LESSONS INCLUDE:

- Sample “sell” sheets
- Sample session outlines
- Tips for how to combine and multi-purpose the lessons
- Civility in the News excerpts
- Notes on current trends and how they impact the topic and applications when teaching the topic
- Rationale for the lesson; e.g., how you would propose or sell it- why it is important
- Minute by minute instructor notes for 3 hour sessions that can be easily adapted with the provided content to a full-day session
- Statistics and facts on the subject- real research that lends credibility and helps you describe the return on investment to your clients
- Activities and worksheets for participants
- Answer keys
- Recommended reading and additional sources to expand your knowledge.
- Insider tips from the experts who created the lessons about how to use the content effectively
- Permission to insert your own logo onto the participant worksheet to promote your brand (Copyright detail remains on the documents and all copyright regulations apply)
- NO additional fees BUT option to buy additional materials, add on supports, Power Point presentations and webinars etc at a drastically reduced fee.

TRAIN the
TRAINER

You can save time and start making money right away using these self-directed, ready-to-use etiquette and civility lessons to teach your own classes.

These are tried and tested lesson plans used all over the world with applications for all sectors of business as well as for not-for-profit organizations.

Here are the details of the 20 lessons included in your package:

DETAILS ABOUT 20 LESSONS INCLUDED IN YOUR PACKAGE

Communicating Respect and Leadership (5 lessons - 312 pages)

The lessons in this core topic area cover everything you need to know to help individuals and groups in business or other professional 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; use of business cards; verbal communication skills; effective use of voice; word choice; using technology politely, and more.

1. Communicating Professionalism
2. Nonverbal Communications
3. Verbal Communications
4. High Tech Talk – Technology and Courtesy
5. Office Politics – Workplace Communications

Setting the Standard; Corporate Courtesies (5 comprehensive lessons - 318 pages)

This core 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.

1. The Basics of Business Dining
2. Networking Etiquette: Mixing Business and Pleasure
3. Corporate Civility: Attending to the Details
4. Meeting and Presentation Etiquette
5. Business Travel Etiquette

Social Intelligence (5 comprehensive lessons - 328 pages)

Among other things, success in modern business is 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. The content in this core topic area covers the basics of Social IQ – including Social intelligence theory and why it is important. In addition to the basics of Social IQ- as related to business environments, the lesson 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.

1. Boost Your Social IQ
2. Productivity and Priorities
3. Making Minutes Count: Time Management
4. Decision Making and Negotiating Skills
5. 10 Steps to Gaining Confidence

Professional Presence (5 comprehensive lessons - 402 pages)

Having knowledge about how to present a professional image gives you 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. The content in this core topic area includes tips on how to

leave a positive lasting impression, discussions about what "professionalism" means in relation to appearance and attitude, details about what "performance" attire is, behaviours that undermine credibility, nonverbal communication, and utilizing posture and stance to communicate more effectively.

1. Lasting Impressions
2. Professional Dress for Men
3. Professional Dress for Women
4. Building and Projecting Confidence
5. Elements of Professionalism: Demeanor and Attitude

Don't forget about the extras..

SPECIAL BONUS: *Civility World-wide Trainer's Lesson Creating a Culture of Connectedness: This is a comprehensive 54 page lesson that introduces civility around the world - perfect for Trainers and others wanting to start building cultural competence in their communities or workplaces.*



BONUS #1 - Table Monsters E-book



BONUS #2 - Complimentary listing for 12 months in the Civility Speakers Bureau. (Regular listing fee is \$299.00)

