



## FEATURED WEBINAR

### Assessing and Managing the Tangible Costs of Incivility



Research suggests that incivility cost North American Business upwards of 300 billion dollars annually. Imagine the benefits – measurable and immeasurable of eliminating the factors that contribute to incivility. Join Canada's leading expert on Civility in the Workplace®

#### In this webinar you will learn about:

- The impact incivility can have on your organization
- The six key contributors to workplace incivility
- A new ground-breaking assessment tool for measuring organizational incivility
- Strategies for mitigating the costs of incivility
- Best practices for mainlining a culture of civility

#### About the session facilitator:



For the past 12 years, Lew Bayer has been nationally recognized as Canada's leading expert on civility in the workplace, with focus on social intelligence and culturally-competent communication. She is founder and Executive Director of the Center for Cultural Competence, CEO of [civilityexperts.com](http://civilityexperts.com) – a multinational civility training group, and President of the International Civility Trainers' Consortium. Lew is a proud Mentor for *The Etiquette House*, and member of the Advisory Board for *A Civil Tongue*. A 7-time published author, she is a faculty member at Georgetown University Center for Cultural Competence, and at the Canadian Management Centers in Toronto and New York. She is also an alumni spokesperson for McGill University, a master level trainer for the Canadian School of Service, and a certified Culture Coach®.

Lew was won Manitoba Woman Entrepreneur of the year in International Business in 2009 and she was the first Canadian to be awarded the prestigious AICI International Civility Star Award in 2010.

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