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COURSE BROCHURE

Workplace Civility and Incivility Response Training Course for Team Leaders

20 – 24 September 2027
Vienna

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Workplace Civility and Incivility Response is a 1-week training course for team leaders and department managers who set conduct expectations and act on disrespect, and it produces a Team Civility Charter and Response Protocol for each participant's unit. Low-level rudeness spreads quickly through hybrid and mixed teams, eroding trust, retention and the quality of decisions long before a formal complaint arrives. Jupiter Prime Training delivers this course on workplace civility.

Why Workplace Civility and Incivility Response Matters Now

Three forces shape workplace civility today: teams that blend generations, cultures and remote members; message channels where curt replies and exclusion go unseen; and employees who expect leaders to act before conduct becomes a grievance. Organisations that respond early keep discretionary effort, protect reputation and resolve friction at the lowest level. The course rests on recognised practice in behavioural norm setting, bystander intervention and procedural fairness, described in general terms so participants can align it with their own conduct policy and grievance procedure.

Who Gains Most from Workplace Civility and Incivility Response

- Leaders who run daily team routines and set the tone of meetings and chat channels
- Managers who receive first reports of rudeness, exclusion or dismissive remarks
- Supervisors of shift, field or customer-facing crews where pressure triggers sharp exchanges
- Department heads who must apply conduct standards consistently across several teams
- People partners who coach line leaders through informal resolution before escalation

A leadership group from one function gains most when several members attend together, leaving with one response ladder.

Workplace Civility and Incivility Response Capabilities

Participants move from noticing disrespect to acting on it with a consistent, proportionate and documented response that colleagues regard as fair.

- Design team behaviour standards with members, written as observable actions — team charter agreement
- Assess incidents of incivility and microaggressions by impact, pattern and intent — proportionate response choice
- Apply in-the-moment interruption and private follow-up scripts — early correction of conduct
- Build fair meeting practices that balance airtime and credit — inclusive decision quality
- Specify a graduated escalation ladder with clear thresholds — people partners and senior leaders
- Communicate outcomes of complaints consistently while protecting confidentiality — trust of reporting staff

Key Workplace Civility and Incivility Response Terms

- Incivility — low-intensity rude or dismissive conduct with ambiguous intent that breaches norms of mutual respect at work.
- Microaggression — a brief remark or action that signals exclusion or a stereotype about a person's group, often unintended.
- Behaviour standard — a short, observable statement of how team members agree to treat one another.
- Upstander — a colleague who witnesses disrespect and acts to interrupt, support the target or report it.
- Incivility spiral — the pattern in which one slight provokes retaliation, escalating into conflict or aggression.
- Procedural fairness — the perception that a complaint was heard, handled and decided through a consistent and transparent process.

Workplace Civility and Incivility Response Day by Day

Day 1: Civility as a Leadership Signal

- Incivility Spiral Model — How Small Slights Escalate Into Conflict
- Cost of Disrespect Mapping — Retention, Effort and Reputation Exposure
- Hybrid and Chat Channel Conduct — Hidden Exclusion in Digital Work
- Leader Tone Audit — Personal Habits That Signal Permission
- Team Climate Pulse Check — Baseline for Respect Before Change

Day 2: Setting Behaviour Standards

- Co-Created Team Norms Session — Ownership of Agreed Conduct
- Observable Behaviour Statements — Replacing Vague Values With Clear Actions
- Meeting Airtime and Credit Rules — Balanced Voice in Decisions
- Response-Time and Message Etiquette — Expectations for Remote Colleagues
- Onboarding Conduct Briefing — Standards for New Joiners

Day 3: Responding to Incivility and Microaggressions

- Impact, Pattern and Intent Grid — Proportionate Choice of Response
- In-the-Moment Interruption Phrases — Stopping Disrespect Without Shaming
- Private Follow-Up Conversation Script — Accountability With Dignity
- Upstander Techniques for Witnesses — Shared Responsibility Across the Team
- Repair and Apology Steps — Restoring Working Relationships

Day 4: Fair Escalation and Complaint Handling

- Graduated Escalation Ladder — Thresholds for Informal, Formal and Specialist Routes
- Complaint Intake Checklist — Consistent Listening and Record Keeping
- Procedural Fairness Principles — Credibility of Outcomes With Staff
- Confidentiality and Retaliation Safeguards — Protection for Reporting Staff
- Case Examples From Healthcare and Logistics — Applying Thresholds Under Pressure

Day 5: Practising the Team Civility Charter

- Norms Facilitation Rehearsal — Applying Day 2 Standards With Peers
- Difficult Conversation Role-Play — Testing Day 3 Scripts Under Pressure
- Escalation Scenario Drill — Applying the Day 4 Ladder to Mixed Cases
- Peer Feedback on Leader Tone — Refining Personal Signals
- Team Civility Charter and Response Protocol — Final Unit Commitment

Applying Workplace Civility and Incivility Response After the Course

- Run a co-created norms session with your team and publish the agreed behaviour statements within the month.
- Test the escalation ladder on two recent incidents with a people partner and adjust its thresholds.

Workplace Civility and Incivility Response Questions FAQ

What is workplace civility and incivility response, and why does it matter now?

It is the leader's practice of setting conduct standards and acting early on rudeness and exclusion. It matters now because hybrid teams and chat channels hide small slights that erode trust and retention before any formal complaint appears.

Which roles gain most from workplace civility and incivility response skills?

Team leaders, supervisors and department managers gain most. They hear first reports of disrespect, run the meetings where it shows, and decide whether a quiet word, a structured conversation or escalation is the right step.

How does workplace civility and incivility response differ from a course on harassment investigation?

It works earlier and at lower intensity. Investigation courses cover formal fact-finding; this subject equips line leaders to interrupt rudeness and resolve friction before that stage.

What do you bring back from workplace civility and incivility response training?

You bring back a written charter and response protocol for your unit. It holds agreed behaviour statements, conversation scripts and a graduated escalation ladder.

Workplace Civility and Incivility Response: The Way Forward

The Team Civility Charter and Response Protocol first informs how the next incident in a unit is handled: a word in the moment, a private conversation or a formal referral. Team leaders and people partners use it together. After its first use, revisit the escalation thresholds and the meeting rules, since early cases show where standards were vague or responses uneven.