

TRAIN the TRAINER

AGENDA

DAY 1:

8:00am-8:30am Registration

*Attendees will be sent pre-session assignments with their registration packages.

8:30am-9:45am Welcome and continental breakfast
Discussion- Module 1

Overview of Agenda
Curriculum Overview; Introduction to the Materials
General Information on the Business of Civility
Brief History of Civility
Modern Relevance of Civility
Civility in the News
Trends in Modern Business Related to Civility
Statistics on Civility
Quotes and Anecdotes about Civility
Reference and Research on Civility

9:45am-10:00am BREAK

10:00am-11:15am Discussion- Module 2

Profile of a "Civility Trainer"
Pre-session Assignment: PS2A: Assessing Your Skills
Identifying Your Audience/client; Assessing Needs
Pre-session Assignment: PS2B: Identifying Your Civility Training Goals
"Selling" Civility
What are Your Training Goals?
Defining Your Product

11:15am-11:30am BREAK

11:30am-1:30pm 4 course business and social dining Tutorial

See the "etiquette lady" Louise Fox in action- observe and experience an instructional dining tutorial. (Content for this tutorial provided in your package)
References to Networking, Dining, Social Etiquette, and Corporate Courtesies lessons.

1:30pm-1:45pm Break

1:45pm-2:30pm
Discussion- Module 3

Public Speaking with Lew Bayer
Understanding Adult Learning Styles

Training Approaches for Various Audiences
Individual Speaking Assessments
Group work

2:30pm-2:45pm

BREAK

2:45pm-3:45pm

Curriculum Review

Core Topic Area: 1. Communicating Respect and Civility (5 Lessons)

- Lecturette- on Teaching Communication Skills with Louise Fox
- Best practices- training tips and in-class exercises/activities trainers can use
- Trends and issues
- Applying the content

3:45pm-4:30pm Homework Assignments, Day 1 Questions & close of Day 1.

DAY 2:

8:00am-8:30am

Continental breakfast

8:30am -9:30am

Discussion- Business Communications

Review Homework

Writing for Business- Best Practices for Writing that Gets Results with Lew Bayer

9:30am-9:45am

BREAK

9:45am-11:30am

Curriculum Review

Core Topic Area: 2. Setting Standards for Professionalism (5 Lessons)

- Lecturette- All about Corporate Courtesies with Louise Fox
- Best practices- training tips and in-class exercises/activities trainers can use
- Trends and issues
- Applying the content

11:30am-11:45am BREAK

11:45am-1:00pm Working Lunch- Multicultural Menu

Core Topic Area: 5. Civility Around the World

- Lecturette on What's Your Cultural Competence? with Lew Bayer
- Best practices- training tips and culture games/activities
- Trends and issues
- Applying the content

1:00pm-1:15pm BREAK

1:15pm-2:15pm

Curriculum Review

Core Topic Area: 3. Social Intelligence

- Lecturette on Boost Your Social Intelligence with Lew Bayer
- Best practices- training tips and incorporating Social IQ
- Trends and issues
- Applying the content

2:15pm-2:45pm BREAK

2:45pm-4:00pm

Curriculum Review

Core Topic Area: 4. Professionalism in the Workplace

- Lecturette – First Impressions and Professional Image with Louise Fox
- Best practices- training tips on teaching dress and decorum
- Trends and issues
- Applying the content

4:15pm-5:00pm Questions, Certificates and Session Close.