



Civility In The Workplace

SEHG-WPE-1088 · Business · approx. 7 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering civility in the workplace. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 7 instructional videos — 7 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Introduction**
 - What is Uncivil Behavior?
 - Three Reasons Why You Should Be Civil
 - Dealing with Difficult Personalities
 - Cost and Rewards
- **Module 3 — Effective Work Etiquette**
 - Greetings
 - Respect
 - Involvement
 - Being Politically Correct
- **Module 4 — Costs and Rewards**
 - Incivility and the Costs
 - Civility and Rewards
 - Four Causes of Incivility
 - How to Overcome It
- **Module 5 — Conflict Resolution**
 - Collaborating
 - Competing

- Compromising
- Accommodating
- Avoiding
- **Module 6 — Getting to the Cause**
 - Examining the Root Cause
 - Creating a Cause-and-Effect Diagram
 - Forgiveness
 - Benefits of Resolution
- **Module 7 — Communication**
 - Para-verbal Communication
 - Non-verbal Communication
 - Listening Skills
 - Appreciative Inquiry
- **Module 8 — Negotiation**
 - Three Sides to Incivility
 - Mediation
 - Arbitration
 - Creative Problem-Solving
- **Module 9 — Identifying Your Need**
 - Completing a Needs Analysis
 - Focus Groups
 - Observations
 - Anonymous Surveys
- **Module 10 — Writing a Civility Policy**
 - Designating the Core Group
 - Defining What is Unacceptable Behavior
 - Defining the Consequence
 - Writing the Policy
- **Module 11 — Implementing the Policy**
 - The First Steps
 - Training
 - Addressing Complaints
 - Enforcing Compliance
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-1088 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.