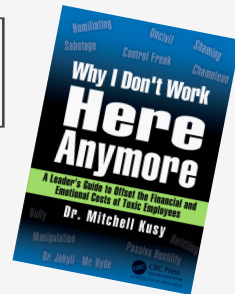


RESTORE EVERYDAY CIVILITY Erode Toxic Behaviors. Reduce Drama. Increase Performance.

"Restoring civility is in every organization's DNA capability. Catalyzing this is in mine."

Dr. Mitch Kusy, Corporate Psychologist & Professor
Author:

Why I Don't Work Here Anymore:
A Leader's Guide to Offset the Financial and Emotional Costs of Toxic Employees



Workshop Presents Research on How Toxic Behaviors Derail



Personal Well Being Diminished

92% rated severity 7-10 on 10-point scale
94% work with a toxic person



Team Performance Decreased

Team climate worsened by 87%
51% of victims of incivility likely to quit



Bottom Line Reduced

92% of customers witnessing toxic employee behavior told others outside
Increased turnover costs money

Workshop Engages Evidence-Based Practices

Who Are Toxic People?

They shame, are passively hostile, sabotage

Has your organization experienced the perils of narcissists, bullies, and clever chameleons who knock down, but kiss up? What about those who shame, manipulate, and belittle? We feel the angst they cause but are often unaware of how prevalent they are or how much they cost—in terms of money and team performance. So, why do we put up with them? And for so long?

What Will This Workshop Teach You?

Multiple Strategies to Intervene

The answers to these questions and dozens more are the latest fuel for Mitch's new workshop, teaching how to handle these Dr. Jekylls and Mr. Hydes. Mitch's heavily researched work reveal the top methods for calculating their financial cost to the organization, assessing the best of tailored methods to intervene, and designing workplaces that do not allow people to get away with bad behavior. Period.

Expected Outcomes

- * Reduce total compensation costs by 4% to 6%
- * Decrease turnover anywhere from 12% to 31%
- * Increase proper reporting of incivility beyond the current 6%
- * Come to work with less drama!
- * Engage templates and inventories from Mitch's latest book to better assess and act!

About Dr. Mitch Kusy

- * 2005 Fulbright Scholar
- * Professor, PhD Program, Antioch University.
- * 100+ clients internationally
- * Previous head organization development, American Express
- * Author six business books, including a best-seller
- * 1998, Minnesota Organization Development Practitioner of the Year



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