

Workplace Civility Luncheon and Workshop Venice, FL – May 5th, 2010 Event Report

MSCCN Attendees: Christina Cummings and Emily Burton

The Workplace Civility Luncheon and Workshop was the final in a series of complimentary workshops designed to give Gulf Coast businesses and their employees tools for improving their workplaces by enhancing civility. Civility expert Lew Bayer, founder of the Center for Cultural Competence and president of civilityexperts.com, presented on each topic. Ms. Bayer is recognized as Canada's leading expert on civility in the workplace with a focus on social intelligence and culturally competent communication.

The day started with a luncheon lecture on “Essentials of Modern Business Dining.” This was an interactive lecture as the discussion regarding the “how-to’s” was being presented as we enjoyed a four-course meal. We had both experienced etiquette instruction before. However, it was a nice refresher and some new etiquette guidelines were presented to us, specifically regarding gender and business dining. As the meal progressed, Ms. Bayer then visited with each table answering questions related to the topic. This is definitely a topic beneficial for anyone for business or personal use.

With the lunch running long, there was limited time to network, but we did meet Ms. Carolyn Griffin, Assistant Director of the Small Business Development Center for State College of Florida Manatee-Sarasota. After hearing about MSCCN’s mission and our outreach efforts in Florida, she was very interested in learning more with the possibilities of a presentation in the future. We will be following up with her next week.



Emily Burton, Lew Bayer (Founder of Center for Cultural Competence and President of Civilityexperts.com),
Christina Cummings

The remainder of the day was focused on the topic: Civility at Work: Making your Livelihood More Liveable. Ms. Bayer started with the basic concept of civility and then built upon that throughout the workshop leading to how each of us could foster civility within our working environment; what is acceptable and what is not. Discussion of social media and how it is affecting civility in business and everyday life ensued. We also discussed how to evaluate the civility of one's company and individuals within the company to see where they are and how they can improve upon this. Overall this workshop was very beneficial on a business and personal level.