



HR leaders are carrying a lot right now.

You're managing conflict, addressing harmful behavior, and protecting culture while navigating constant change, tension, and uncertainty.

You're expected to act quickly, fairly, and thoughtfully (all at the same time) and often in high-stakes moments where one conversation can either rebuild trust or fracture it.

Civility is what makes it possible to hold people accountable with dignity. It's how leaders stay firm without escalating fear. It's how workplaces remain functional, even when the world outside feels anything but.

We help leaders navigate these moments with clarity and confidence. Our civility trainings are designed for real situations: when emotions are high, pressure is real, and the margin for error is small.

As an official partner of **SHRM**, we equip organizations with practical tools to address misconduct, reduce harm, and reinforce shared standards, without losing sight of dignity or belonging.

Whether you're responding to a crisis or proactively safeguarding your culture, civility isn't a nice-to-have. It's a leadership necessity.

Explore the civility solutions trusted by thousands of leaders and find the one that fits your workplace.

When you're ready, [book time with us](#) to help make it happen.



DELTA



AMERIS BANK



THE KING CENTER



EMORY
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Children's
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INTRODUCING

CIVILITY WORKS

An overview of solutions to help foster civility in the workplace.

60-MINUTE WEBINAR

The Essential Skills for Civility in the Workplace

This 60-minute training gives participants practical tools to build civility, psychological safety, and respectful dialogue in the workplace. The result is less conflict, stronger collaboration, and a healthier culture across all levels of the organization.

90-MINUTE WORKSHOPS

Workplace Civility Workshops

Our customizable workshops take training to the next level by integrating peer-to-peer dialogue and reflection activities in real-time. We offer workshops on Psychological Safety, Conflict Resolution, Trust, Managing Emotions, Effective Feedback and more.

4 HOUR SELF-PACED COURSE

On-Demand Civility Course

Our self-paced, interactive course builds essential skills in empathy, respectful communication, and conflict resolution. Through four engaging video modules, participants learn how to navigate differences and contribute to a more civil workplace.

TRAIN-THE-TRAINER

Civility in the Workplace

This package equips your internal team to confidently deliver one of our Civility workshops. It includes customizable training materials, content reviews, and practice sessions. Up to 10 facilitators receive expert-led training, resources, and ongoing support.

CULTURE CONVERSATIONS

Culture Conversations Civility Series

Culture Conversations makes it easy for teams to build trust, inclusion, and connection. The Civility Series comes with 12 topics, with each topic including ready-to-use conversation guides, curated resources, and presentation decks.



Essential Skills for Civil Conversations

Learn the mindsets and skills for engaging in civil dialogue in the workplace with this 60-minute webinar.

Learning Objectives:

- Understand the cost of incivility in the workplace and its impact on the bottom line.
- Develop the essential skills and mindsets required to create a more civil workplace.
- Learn how to create psychological safety and establish a "brave" space with guidelines on active listening, avoiding personal attacks, and valuing diverse perspectives.
- Create environments where employees feel comfortable expressing their opinions without fear of judgment.
- Learn techniques to de-escalate when conversations get heated or unproductive.
- Acquire conflict resolution techniques that can mitigate tensions.

Format:

- 60-minute training session on the principles of civil dialogue
- Online: delivered via Zoom or other platform and can be recorded for internal use

Audience:

- Great for all employees, managers, leaders and executive leadership
- Can accommodate up to 300, but recommend 30-50 for maximum engagement both in-person and online.

	Webinar
Includes 1 prep meeting to confirm date time, and review content	
Includes run of show, sample invite and presentation	
Includes post-training surveys, feedback and resources	

Fee: \$3,000 - \$10,000 depending on size of the audience



Civility Workshops

These 90-minute interactive workshops, delivered online or in person, use peer-to-peer dialogue to drive meaningful, lasting behavior change.



The Essential Skills for Civility in the Workplace

A workshop on how to create environments where people feel safe to speak up and be themselves—without fear of judgment or retaliation.



The Inner Work: Managing Emotions with Empathy

A workshop on how self-awareness, core wounds, and emotional regulation shape how we show up in challenging workplace conversations.



The Everyday Work: Tools for Turning Conflict into Civility

A workshop on how to reframe conflict as a source of connection growth and innovation, with practical tools for resolving disagreements.



The Cultural Work: Cultivating Psychological Safety & Brave Spaces

A workshop on how to create environments where people feel safe to speak up and be themselves—without fear of judgment or retaliation.

	Online	In-Person
Prep meeting to confirm logistics, date/time and review content	✓	✓
Includes run of show, sample invite and presentation deck	✓	✓
Includes post-training surveys, feedback and resources	✓	✓
Fee for each 90-minute workshop:	\$6,000	\$7,500



On-Demand Civility Course

[Download the Full Course Overview](#)

The **On-Demand Civility Course** is a self-paced, interactive learning experience designed to equip individuals and teams with the essential mindsets and skill sets to foster respect, empathy, and understanding in today’s diverse and dynamic workplace. Rooted in emotional intelligence and inclusive leadership practices, this four-part course empowers participants to communicate with compassion, navigate differences constructively, and become ambassadors of a more civil and connected culture.

Key skills covered:

- Empathetic leadership
- Conflict resolution
- Psychological safety
- Emotion regulation and validation
- Active listening and communication
- Trust building and accountability

How it works:

- Four self-paced, on-demand modules
- 5 to 6 short video lessons per module
- Reflection questions after each lesson
- Bonus resources including recommended videos, articles and podcasts
- Certificate of Completion

Who it's for:

Perfect for team leads, managers, HR professionals, and anyone who cares about making their workplace more connected, collaborative and innovative.

	Number of training seats purchased					
# Training Seats	1-9	10-24	25-49	50-99	100-249	250-499
Cost per person	\$360	\$300	\$240	\$180	\$120	\$100
% Discount	0%	20%	33%	50%	66%	72%
Full Course	✓	✓	✓	✓	✓	✓



Civility Content Train the Trainer

[Download
the Full
Overview](#)

Experience the magic of our civility workshops and learn how to deliver them internally at your organization.

Access to all four modules with content tailored to your organization

Includes content and customizations:

- Review of presentation deck, speaker notes, and participant guide
- Full access to the Civility content suite for customization
- Up to 10 facilitators trained
- 1-hour content review with the Public Knowledge team to tailor examples and scenarios
- Customized presentation reviewed live with facilitators, including Q&A
- Recording of final presentation for facilitator reference
- Optional teach-back sessions for practice and feedback

Train the Trainer FULL Fee: ~ \$18,000 - \$36,000, depending on organizational size

For Smaller Teams

Access to the *Essential Skills for Civil Conversations* training content

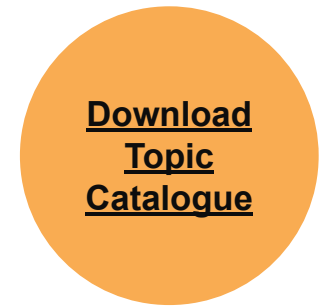
Includes content only:

- Presentation deck with speaker notes and facilitator guide
- Participant guide with agenda, overview, learning objectives, and learning resources
- Designed for 1-2 facilitators and organizations with less than 300 employees

Train the Trainer LITE Fee: starting at \$6,000



Workplace Civility Series



Using our innovative peer-to-peer dialogue model, these twelve structured conversations guide leaders toward deeper understanding, uncovering powerful personal stories, and generating actionable ideas for meaningful behavior change.



Trust

A conversation about trust in the workplace and what we can do together to create it and maintain it.



Belonging

A conversation about belonging and creating a culture where everyone can bring their whole selves to work.



Respect

A conversation about exploring respect, sharing experiences, and creating a workplace where everyone feels valued.



Self Awareness

A conversation about how understanding your habits and emotions can help you be your authentic self, and create positive impact.



Caring Culture

A conversation about finding ways to create a welcoming space where everyone feels free to share their needs and communicate openly.



Conflict Resolution

A conversation about handling conflict with curiosity, care, and courage.



Emotional Intelligence

A conversation about using emotional intelligence to elevate communication, teamwork, and workplace relationships.



Communication

A conversation about understanding your communication style, overcoming common barriers, and building habits that strengthen connection and clarity.



Microaggressions

A conversation about microaggressions, and how we can better recognize and counter them to create a more inclusive world.



Common Ground

A conversation exploring our own views and what shaped them as we go in search of some common ground.



Psychological Safety

A conversation about psychological safety in the workplace, and what we can do to create an environment where everyone feels heard.



Collaboration

A conversation about teamwork, navigating challenges, and the power of working together to achieve success.

Conversation Topic Package

Each topic includes everything you need to lead meaningful conversations within your organization.

Each Topic Includes:

1. Curated Learning Resources
2. Conversation Host Guide
3. Conversation Card
4. Presentation Deck
5. Graphics & Sample Email Invitations
6. Survey



1 Curated Learning Resources

2 Conversation Host Guide

3 Conversation Card

4 Presentation Deck

5 Graphics & Sample Email Invitations

6 Survey

