



**August 13 - 16, 2018**

Orlando World Center Marriott

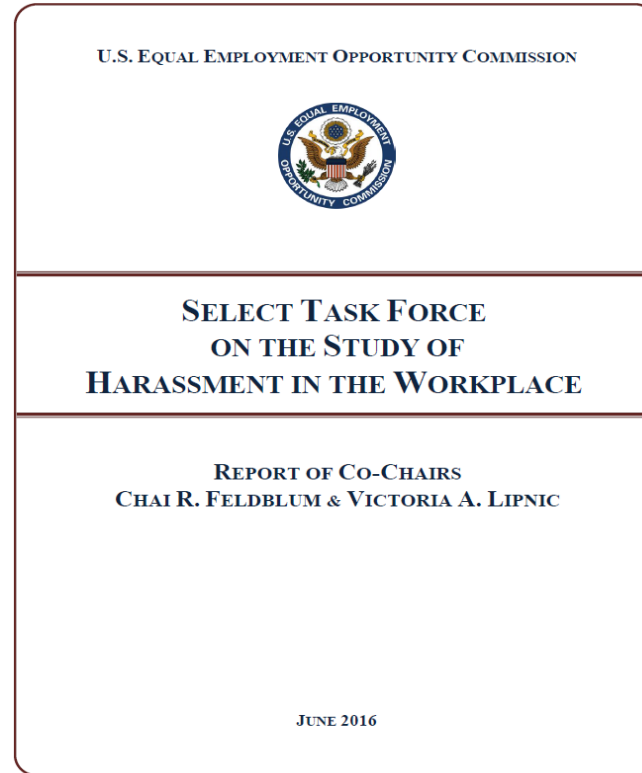
[www.FDRtraining.com](http://www.FDRtraining.com)

**Make Your Training Work:  
It's Time to Chuck the Box!**

**Stephen Paskoff**

August 15, 2018

2:15 pm – 3:30 pm ET



# An Overview of EEOC Report

# From Outside



# To Inside





# And In Our Workplaces





## Some Opening Questions

1. **Learning Goals -- Compliance or – Compliance and Behavior Change?**
2. **Get & Keep Attention**
3. **Motivation**
4. **Clear Actions and Skills**
5. **Pre-enforcement and Reinforcement**

## **Key Elements**

# The two key issues are...

- 1. Preventive Credibility**
- 2. Detection and Correction Credibility**

# civil treatment<sup>®</sup> WORKPLACE



**Get best talent committed to organizational values**



**Doing best work, individually & in teams**



**Encouraged to raise ideas & concerns**



**best  
RESULTS**





# The 5 Cs of Experiential Learning

# What Changes Behavior



**NOT  
ENOUGH!**

# Keys to Behavioral Change

Code of  
Conduct

EO Policy

Diversity

Anti-  
harassment

Affirmative  
action

Non  
retaliation

**READ  
THEM!**

## Key Principles

**MAKE IT  
MATTER.**

**MAKE IT  
SIMPLE.**

**MAKE IT  
STICK.®**

# Building a Foundation for Behavioral Change

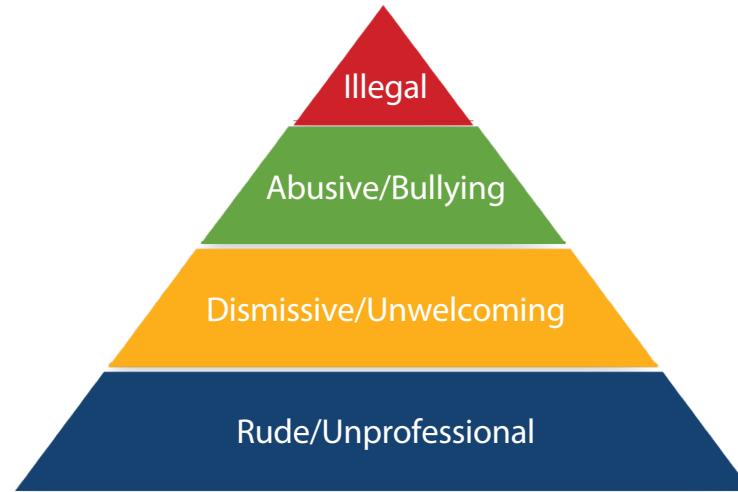


## Key Principles



**MAKE IT  
MATTER.**

# Building a Foundation for Behavioral Change



## Outcomes

# A View of Incivility



# The Vital Link: Into the OR



# The Power of Mission

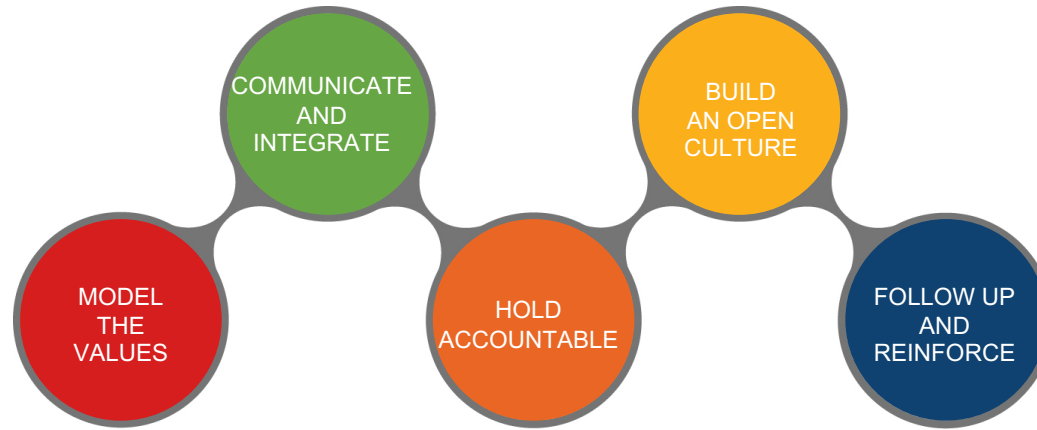
## Key Principles



# Building a Foundation for Behavioral Change

- **Guard Words and Actions**
- **Speak Up and Listen**
- **Get Help**
- **Be Consistent And Professional**

## **The Prescriptive Rules®**



# CT Leader Actions™

## Key Principles

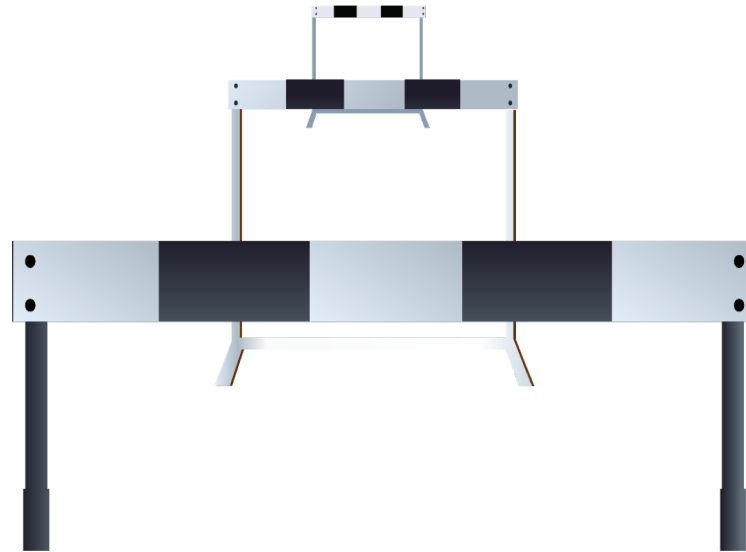


# Building a Foundation for Behavioral Change



**Yeah ...**

**But ...**



**Your Biggest Hurdles**

**47%** decreased their time at work.

**63%** lost work time avoiding their offender.

**66%** cut back their work efforts.

**78%** said their commitment to their organizations declined.

**80%** lost work time worrying about what happened.

**88%** found a way to get even with their organizations.

**94%** found a way to get even with their offenders.

**12%** said they left their job as a result of the uncivil treatment.

BULLYING  
OCCURS  
**4X** MORE THAN  
ILLEGAL  
HARASSMENT  
AND  
**40%** OF VICTIMS  
**NEVER SPEAK UP**

**20-40%**  
OF A MANAGER'S TIME IS  
SPENT DEALING WITH  
**UNPRODUCTIVE**  
OR  
**UNNECESSARY  
CONFLICTS**



*The New York Times*  
*THE WALL STREET JOURNAL*  
*The Washington Post*

glassdoor



**Lawsuits**

Source: Porath, Christine and  
Pearson, Christine; *The Cost of Bad  
Behavior*.

## The Costs of Incivility

**“Do you realize the stress I’m under?”**

***“Are you saying you need to abuse others in order to deal with your stress?”***

**“Where’s the empirical evidence that my “disruptive” behavior doesn’t work?”**

***“I can show you the data that behavior like yours causes inefficiency, harms performance and imposes significant costs. Where’s your data saying it promotes better results?”***

# Objections

“The others are just as bad. *In what other ways do you violate our rules because everyone else does?*”

“You can’t say anything any more.” *What, specifically, do you think you can no longer say?*

“I’ll just take my skills [or research] elsewhere. *Where, exactly, are you going to take them?*”

# Objections



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