A. Communication campaign for Department of Human Resource Management (DHRM) Policy 2.35, “Civility in the Workplace”

1. DHRM required online training offered via MasonLEAPS learning management system to all faculty and staff

B. Reassemble former “Civility in Action Task Force”

1. Enhance “charge” of the task force and expand membership to ensure participation and engagement across the campus is wide and deep

C. Develop Mason-specific “Civility in the Workplace” training

D. Create content for leadership development programs (Supervisor Boot Camp and Emerging Leaders Supervisor Series) to ensure leaders are aware of their responsibilities to promote civility in the workplace and address incivility, per DHRM Policy 2.35, “Civility in the Workplace”

E. Provide additional training options to support the behavioral change to foster and support civility in the workplace to potentially include, but not limited to:

Teaching Civility in the Workplace:  
Description: Focusing on eradicating negative behaviors isn’t always enough to create a happy workplace. Employees and managers also need to learn what they should do to make their environment a respectful and pleasant one. In this course, join Catherine Mattice Zundel as she shares how to create a happier, healthier workplace by teaching civility and setting a good example with your own behavior. Learn about negative behavior as a social phenomenon, what microaggressions look like in action, and how to replace negative language with positive words. Plus, get tips for becoming a more active listener, standing up for yourself when you experience microaggressions and incivility, and coaching others.

Handling Workplace Bullying:  
[https://www.linkedin.com/learning/handling-workplace-bullying/](https://www.linkedin.com/learning/handling-workplace-bullying/)  
Description: Bullying is a social phenomenon in which the bystanders, leaders, and organizational culture all play a role. It has emotional, psychological, and financial costs to targets and the business. In this course, workplace bullying expert Catherine Mattice Zundel helps HR professionals, leaders, managers, and supervisors put a stop to workplace bullying. She defines the key differences between workplace harassment and bullying, shares how to step in to stop bullying, and explains how to coach those identified as bullies. To create a positive workplace that’s free from bullying, Catherine suggests a healthy workplace corporate policy, ongoing training, and the use of performance management. She also highlights the role leadership plays in being transparent about supporting a healthy workplace.
Crucial Conversations:
Based on the award-winning book *Crucial Conversations*, this instructor-led workshop gives individuals the tools to handle life’s most difficult and important conversations. Participants learn how to prepare for high-stakes situations with a proven technique, transform anger and hurt feelings into powerful dialogue, and make it safe to talk about almost anything and be persuasive, not abrasive. In this highly interactive session, participants have the opportunity to reflect and practice

Diversity, Inclusion, and Belonging:
Diversity is having a culture that values uniqueness: people of different backgrounds, cultures, genders, and races. Inclusion means inviting diverse groups to take part in company life. If you're tuned into conversations about HR, you've probably heard these terms before. But there's a third critical piece: belonging. It's belonging that makes each individual feel accepted for who they are. Explore the diversity, inclusion, and belonging (DIB) approach, and discover how to activate it in your organization. Join HR luminary Pat Wadors as she explains how to drive the conversation on DIBs, hire and retain diverse talent, listen to employees, and integrate DIBs into your employee life cycle. Managers and executives should tune in for special tips on embedding DIBs in the employee experience.

Skills for Inclusive Conversations:
https://www.linkedin.com/learning/skills-for-inclusive-conversations
Description: Organizations reap the benefits of diversity—when employees bring their whole, authentic selves to work. Diverse teams are more productive, innovative, and engaged. Authenticity at work includes sharing and speaking up about work and life experiences that may be different based on one’s identity. Developing the skills to conduct meaningful conversations on potentially polarizing topics such as race, religion, and gender is critical for human resources professionals, managers, and team leaders. Mary-Frances Winters offers a multistep process for building the skills necessary to engage in inclusive conversations. Find out how to conduct an exploratory self-assessment to better understand yourself and your team, learn tactics to go from polarization to common ground, and discover practical techniques for discussing difficult topics.

Confronting Bias: Thriving Across Our Differences:
https://www.linkedin.com/learning/confronting-bias-thriving-across-our-differences/
Description: Find greater meaning, well-being, and productivity by learning how to interact with others across differences. Continue your Thrive journey and discover how to create inclusive environments where everyone can thrive. In this course, Arianna Huffington and Verna Myers discuss the impact of our cultural lens on our daily relations and how to counter bias in our words and actions.

Cultivating Cultural Competence and Inclusion:
https://www.linkedin.com/learning/cultivating-cultural-competence-and-inclusion/
Description: Inclusive work environments can yield greater creative output, boost employee morale, and benefit a company’s bottom line. But even as a slew of modern companies make strides towards true workplace inclusivity, many still miss the mark. This is often due to a lack of cultural competence, or the ability to engage and adapt across cultural differences. In this course, instructor Mary-Frances Winters explains why cultural competence is key to the success of any diversity-related initiative, as well as how to assess and grow your own cultural competence. She shares scenarios and techniques that can help you grasp how your worldview impacts your behavior, as well as how to more effectively engage and adapt across cultural differences.
Driving Workplace Happiness:
https://www.linkedin.com/learning/driving-workplace-happiness/
Employers are always looking for ways to increase engagement and decrease turnover. Part of building engagement is creating opportunities for employees to feel happy—because happy employees are more productive employees. Learn what makes people happy at work and how investing a small amount in workplace happiness can make a big impact your company culture and your bottom line. Catherine Mattice Zundel introduces tangible actions that supervisors, managers, and HR professionals in companies of any size can take to drive happiness, from inspiring altruism and reducing stress to removing incivility and providing meaningful work. She also provides tips on driving happiness for different generations: millennials, Gen Xers, and Baby Boomers alike.