

COURSE DESCRIPTION

This course on Bullying and Negativity in the Communications Center examines how bullying occurs and how to combat the issue. The eight-hour course explores the nature of the problem, its impact on people and organizations, corrective actions that can be taken, and steps to foster and maintain civility in the communications center. This course aims to help students develop the skills needed to effectively practice civil behavior, as well as different ways organizations can systematically combat bullying and cultivate civility in the workplace.

Topics Include:

- > Behaviors associated with bullying
- > Impact on individuals
- > Impact on communications center operations
- > Communications center management's responsibility to act
- > Civility and incivility in the workplace
- > Overcoming incivility in the workplace and cultivating civility
- > Conflict resolution
- > Writing and implementing a civility policy

CO-HOST INFORMATION

Host: APCO 2019 Conference
Contact: Shannon Tucker
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Ph. (386) 322-2500

CLASS INFORMATION

Class #: 53057
Date: August 10, 2019
Time: 8:00am – 5:00pm
Tuition: **\$199.00**
APCO 2019 Conference Pricing
Location: **Hilton Baltimore - Johnson A Room**
401 West Pratt Street
Baltimore, MD 21201

REGISTRATION

Visit our website at:

[Training Course: Schedule & Registration](#)

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.

LODGING *

For hotel & travel info please visit
APCO2019.org/hotel-travel

Airport: *Baltimore/Washington International Thurgood Marshall*