



Civility Unleashed: Using Civility to Survive and Thrive in the Workplace

Diana Damron

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Civility isn't just the newest touchy-feely catchphrase. It's a power that costs absolutely nothing and yet transforms people, businesses, and personal relationships. Civility invokes trust, heals wounded relationships, and invites safety and honesty into conversations. It saves money, headaches, lawsuits, and reputations. Within these pages, you'll discover what incivility costs American businesses and employees beyond dollars and cents, what to do if you find yourself on the business end of incivility, and most importantly, how to unleash the civility within yourself.

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