

Manufacturing CIVILITY

KEYNOTE PRESENTATION - 45-60 minutes

Civility as a Continuous Improvement Strategy©

Incivility at work is real. And it is real in manufacturing. In case you didn't know:

According to a Gallup *State of the American Workplace report*, 75 percent of manufacturing workers are disengaged at work. In fact, **the manufacturing industry, according to the Gallup report, is the least engaged occupation across all sectors.**

With 20 years in the workforce, Christian understands that being civil and humane is a critical leadership competency that not only builds trust and credibility, but also impacts bottom line metrics including safety, quality, delivery, engagement, and efficiency.

Many people perceive having respect, exhibiting kindness, and treating people well, as a sign of weakness – but according to Civility Experts Inc. Director of Business Development Christian Masotti, “Undervaluing the human aspect of business is a costly mistake. Civility is a continuous improvement strategy for managing the people side of manufacturing.”

This keynote presentation is based on Christian's second book, *Manufacturing Civility*, which followed *Social Competence for Manufacturing Supervisors*, and *Lean on Civility*.

In the presentation, Christian shares first-hand experiential anecdotes from over 20 years in manufacturing combined insight via a **6 Cs** formula for how civility – specifically applied to how people are treated at work – is a continuous improvement strategy proven to have measurable impacts on:

- Safety
- Retention

- Engagement
- Performance
- Workplace wellness
- Innovation, creativity, and problem-solving
- Bottom line business metrics, including profitability

***Manufacturing Civility* provides strategies for solving people problems.** These strategies result in continuous improvements that shift workplace culture away from traditional toxic and uncivil organizations towards healthier, more positive workplace experiences for employees in manufacturing environments.

The “people-treatment” aspects of the proprietary *Manufacturing Civility* methodologies have been co-created by 20-year, internationally recognized experts in the field of civility training, Lewena Bayer, CEO Civility Experts Inc., and a 20-year veteran of the manufacturing industry, Christian Masotti. The tried-and-true methodologies shared in the book have been proven to impact individual morale, wellness, and outlook in organizations across sectors, including manufacturing.