

CCCBA's Barristers Section proudly presents...

Elevate Your Legal Practice: The Civility Advantage

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AGENDA

In an increasingly complex legal world, civility isn't just a nicety – it's a proven strategy. Backed by compelling research and real-world results, this presentation unveils the true potential of civility in law. We will address the growing prevalence of workplace incivility. From tackling insensitive comments to eradicating discrimination and harassment, this workshop guides you along the spectrum of incivility while unraveling its root causes. This presentation isn't about theory; it's about giving you the tools to thrive and actionable strategies to combat it.

1. Introduction to Civility in Law
2. The Impact of Workplace Incivility
3. Root Causes of Incivility
4. Strategies to Combat Workplace Incivility
5. Real-World Success Stories
6. Q&A Session



Contra Costa County
Bar Association

**2023 MCLE
SPECTACULAR**

**Refresh &
Reimagine**

PROGRAM MATERIALS

A modern, open-plan office environment with wooden desks, grey partitions, and large windows. Three people are seated at a long table in the center, working on laptops. The ceiling features exposed ductwork and linear lighting. A mezzanine level is visible in the background.

Elevate Your Legal Practice: The Civility Advantage

The Road to Civility

- Uncivil Behavior Spectrum
- Root Causes of Incivility
- Civility Action Plan
- Real-World Success Stories

A long, straight road stretches towards a sunset, with the word 'SUCCESS' painted on the pavement and an arrow pointing forward.

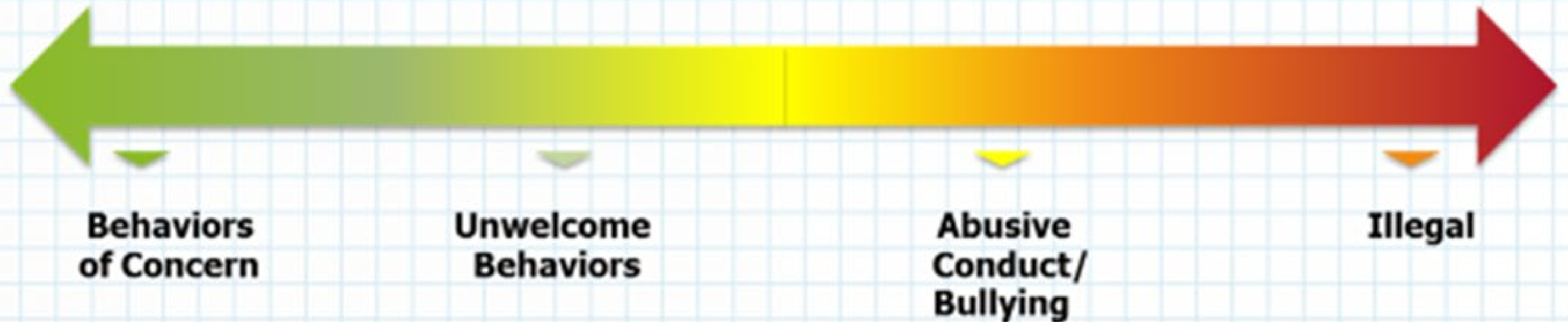
SUCCESS



What is **incivility**?

UNCIVIL BEHAVIOR SPECTRUM

- May not be a linear progression





WHY IS **INCIVILITY** ON THE RISE?



GLOBAL PANDEMIC



CIVIL RIGHTS MOVEMENT

GLOBALIZATION



MULTI-GEN WORKFORCE





**REMOTE WORKING/
TECHNOLOGY**



WHY **CIVILITY** IS THE
SOLUTION?

What is CIVILITY?



plan

responsibility
communication

team

achievement

passion

responsibility

NEGATIVE
POSITIVE

Civility Definition –

Dr. Cynthia Clark

- An authentic respect for others
- Requiring time and presence
- A willingness to engage in genuine discourse
- An Intention to see common ground





Let's discuss the elephant in the room.

Dimensions of Diversity



A diverse group of people in a meeting room. A man in a light-colored shirt is leaning over a table, pointing at a document. A woman with long hair is looking at the document. Another woman is sitting at the table, looking at a laptop. The room has large windows and a whiteboard in the background.

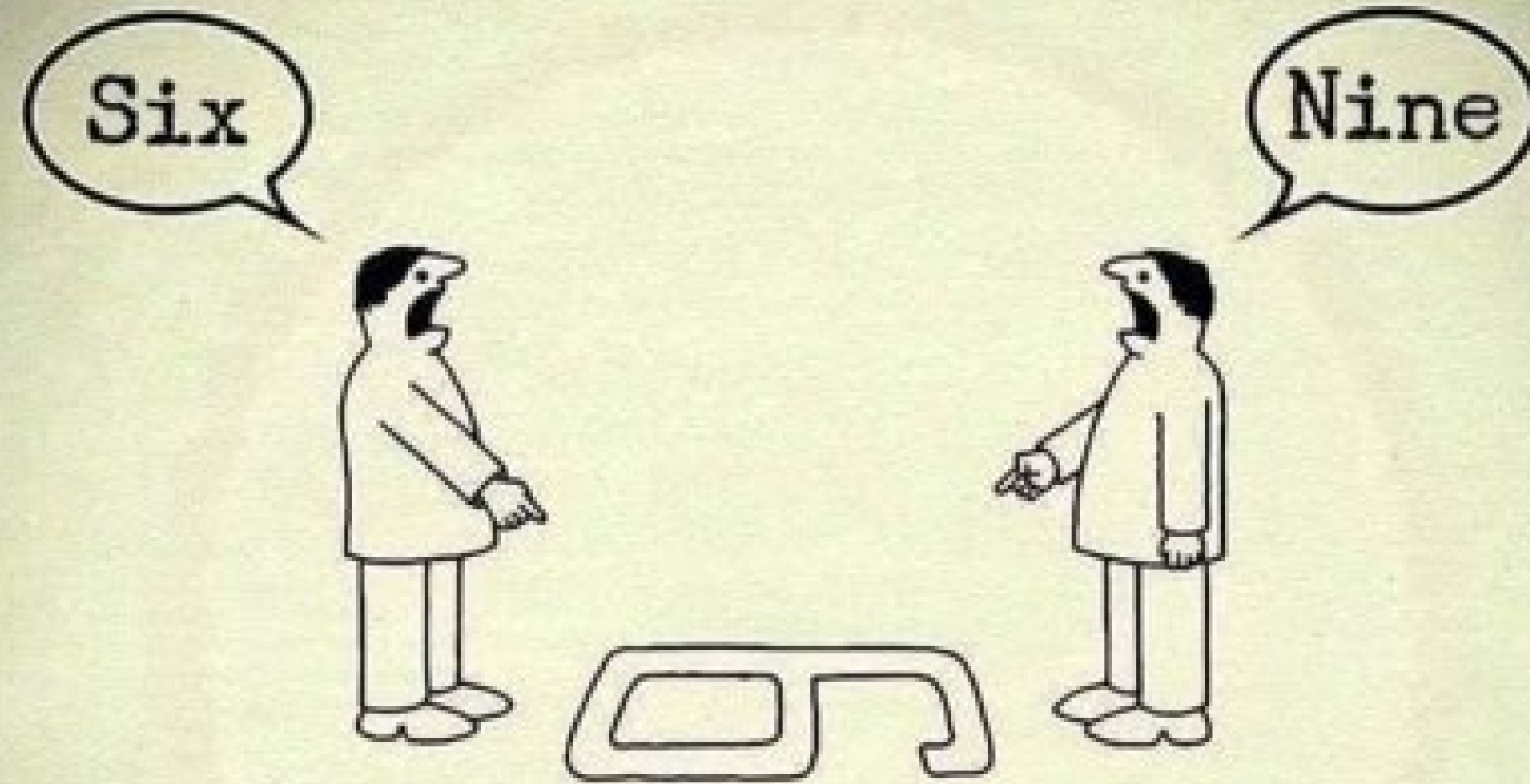
WHAT ARE THE CHALLENGES OF
DIVERSITY?

A group of business professionals in an office setting. A woman in a grey blazer is pointing at a tablet held by another person. Other people are visible in the background, some holding coffee cups. The scene is brightly lit, likely from a window.

What is your Civility Action Plan?

A woman with curly hair, wearing blue medical scrubs and a stethoscope, is shown from the chest up. She is looking slightly to her right with a thoughtful expression. The background is dark with a grid of light blue brain icons. The text "We are all susceptible to bias." is overlaid in white, sans-serif font across the center of the image.

We are all susceptible to bias.



Just because you are right,
does not mean, I am wrong.
You just haven't seen life
from my side.

Unconscious Bias

Spontaneous judgments that we make about people or situations...

That we are not aware of making...

That are based on our own past experience, culture, background, etc.



A woman with long, straight brown hair is shown in profile, wearing white-rimmed sunglasses. She is looking out over a body of water towards a sunset. The sky is a mix of blue and orange, and the water is dark. The text 'CHANGE THE LENS' is overlaid on the right side of the image.

CHANGE
THE LENS

Why are
certain
conversations
so difficult?





We All Face Them...

- Dealing with emotionally charged topics
- Interacting with a defensive person
- Disagreeing with someone when they sees one side of an issue
- Debriefing “what went wrong” conversations
- Discussing relationship concerns

A group of four people are gathered around a laptop in what appears to be a meeting or collaborative work environment. In the foreground, a woman with voluminous curly hair is looking at the laptop screen with a slight smile. To her left, a man with a beard and a black t-shirt is also looking at the screen. Behind them, two other women are looking on, one with glasses. The background is a simple, light-colored wall with a window frame visible.

Three Conversations Going On

- The “What’s Happened” Conversation
- The “Feelings” Conversation
- The “Identity” Conversation

DEBATE

Adversarial

About Winning

A Closed-Minded Attitude

Listening for Flaws

Defending Assumptions

Criticizing Others

Defending Views

Affirms One Own Point of View

DIALOGUE

Collaborative

Exploring Big Picture

An Open-Minded Attitude

Listening to Understand

Surfacing Assumptions

Re-Examining All Positions

Accepting Views

Enlarges and Possible Changes Views

SPEECH FILTERS

THINK BEFORE SPEAKING

FIRST THING THAT
COMES TO MIND.

USE JUDGMENT

Do my words need filtering?

INTENTION Am I saying this to hurt the other person?

CHOICE Is this something that I need to say?

COMPASSION Can I understand how the other person feels?

EMPATHY Can I see the other person's point of view?

DID I LISTEN PROPERLY?

Did I give the other
person a chance to
explain or apologize?

WILL THIS EMBARRASS THE PERSON?

Is there a better
way/time/place
to say this?

ARE MY WORDS RESPECTFUL?

How would I feel if someone
said this to me?

WORD
WORD
WORD
WORD



Strategies for Productive Disagreement

1. Focus on the issue at hand, not personal attacks.
2. Listen actively and seek to understand different perspectives.
3. Express your opinions respectfully and constructively.
4. Find common ground and areas of agreement.
5. Explore alternative solutions together.
6. Maintain a collaborative mindset and prioritize the best outcome.

To be an Ally is to....



Questions?

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Cultivating and Fostering a Workplace of Civility

Civility is an essential aspect of every work environment to create and maintain a fair and professional workplace culture. This program teaches your team the norms of acceptable workplace conduct and how to identify, prevent, and respond professionally to situations of workplace incivility.

Diversity and globalization bring people from different cultures into contact with one another, which can cause friction if people react negatively. This highly interactive training utilizes storytelling, facilitated discussion, and scenarios to help employees and managers build skills to proactively identify their own unconscious biases and mitigate subtle acts of exclusion to foster a more civil, unified, and connected workforce.

By the end of the session, participants will be able to:

- Understand their role in addressing behavior on the Uncivil Behavior Spectrum.
- Analyze and review examples of non-inclusive behavior and unconscious bias.
- Define civility and examine why workplace civility is important.
- Learn what to do when you are a victim of, or witness to, uncivil behaviors.
- Understand the benefits and challenges of having diversity at work.
- Effectively address subtle acts of exclusion/microaggressions.
- Understand how to create a welcoming environment.

Create positive change today



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HARASSMENT
BULLYING
AND
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AMONG YOUR
EMPLOYEES



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Unconscious Bias



Sexual Harassment



Diversity and Inclusion



Incivility



Difficult Conversations

- ✓ Training will be specifically tailored to meet your needs
- ✓ Training will be provided at the employer's location / virtual



SEJAL THAKKAR
Employment Law Attorney

Meet The Legal Training Ninja

Ignite your next event with an extraordinary facilitator who delivers impact, inspiration, and transformation. Sejal stands ready to captivate your audience, leaving a lasting imprint on their hearts and minds. With an unwavering passion for empowering others, Sejal brings an unparalleled level of energy, authenticity, and relatability to the stage. Her magnetic presence and engaging storytelling effortlessly connect with diverse audiences with a unique ability to tailor her message to resonate deeply with your teams. By seamlessly blending personal experiences, legal expertise, and real-world examples, Sejal challenges conventional thinking, ignites conversations, and catalyzes positive change.



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