



The Institute of Organisational Psychology
is proud to host:

Taking Action on Workplace Incivility

presented by:

Professor Michael P. Leiter

Auckland 26 March 2018, 9.00am - 4.30pm



The New Zealand
Psychological Society

Te Rōpū Mātai Hinengaro o Aotearoa

Relationships at work are a major issue today. Organizations' capacities to contain bad social behavior—bullying, aggression, sexual abuse, and incivility—have legal, financial, and reputational implications. Most workgroups have respectful cultures that engage employees with their customers, activities, and ideas at work. Others get stuck in negativity. Incivility or disrespect contributes to burnout by exhausting employees' energy, disrupting engagement with their work. An approach with encouraging results has focused on workgroup cultures. Workgroup-level interventions improve the balance of respectful to disrespectful encounters, establishing positive reciprocity in the workgroup's culture..

Workshop objectives:

- Review qualities of scales measuring workplace civility and incivility.
- Contrast workplace mistreatment as a workgroup dysfunction v an individual failing.
- Become acquainted with the implications of workplace civility for burnout v engagement.
- Consider a range of interventions for improving workgroup civility.
- Become acquainted with SCORE, a facilitated workgroups-level civility intervention.
- Learn to lead a few exercises that help groups to reflect on their culture of respect and civility.

About the presenter



Dr. Leiter, a world renowned expert on the psychology of work, is the Professor of Organisational Psychology at Deakin University. His ground-breaking research on job burnout and work engagement has produced widely acclaimed books. In a concerted commitment to improving worklife quality, he consults with organizations and researchers around the world. He is highly sought as a keynote speaker for diverse audiences, including public sector executives, health care providers, and human resource professionals. His current initiative in research and consulting focusses on improving collegiality within workgroups. Prior to coming to Deakin, Dr. Leiter was a

Professor of Psychology at Acadia University in Canada where he held the Canada Research Chair in Occupational Health and Wellness.



Venue

Parnell Trust, 545 Parnell Road, Parnell, Room: Titoki (Upstairs)

The workshop is limited to 20 participants.

Online registration available here: <http://www.psychology.org.nz/pd-events/nzpps-events/#cid=884&wid=301>

Morning tea: 10.30am - 11.00am

Lunch: 12.30 - 1.30pm

Afternoon tea: 3.00 - 3.30pm

REGISTRATION & TAX INVOICE

Name

City.....

E-Mail

Phone

Auckland - 26 March

Booking Conditions: Places confirmed only upon receipt of registration and full payment. If your employer is paying for your registration please ensure your payment is referenced with your surname.

Cancellation: Up to 14 working days before event – refund less 20% administration fee. Less than 14 working days before event – no refund but named substitutes will be accepted if the Society is notified.

The NZPsS reserves the right to cancel the workshop, with not less than 10 days notice, should there be insufficient registrations.

I accept the booking conditions

Signed

Date

Once payment for your registration has been processed you will receive a confirmation letter. If you do not receive a letter within two weeks of registering please contact the Professional Development Coordinator:

pd@psychology.org.nz

register online (see link above) or scan and email completed form to: pd@psychology.org.nz or post to PO Box 25271, Featherston St, Wellington 6146

PAYMENT

All prices are GST Inclusive

GST Number 42-486-864

NZPsS Member	\$300.00
Non Member	\$400.00
NZPsS Student*	\$150.00

* *Students need to be enrolled in the Post-graduate Diploma programme*

Cost (incl. GST) covers:

- teas and lunch
- workshop materials

I have special dietary requirements (please specify).....

Payment method: Please tick one box

Cheque payable to: NZ Psychological Society

Direct Credit Payment to:

New Zealand Psychological Society

BNZ, 02-0560-0262471-000

Payment reference

Credit Card Payments: MasterCard or Visa only.

Card Number:

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Expiry Date:/.....