

Bullying and Negativity in the Communications Center, 2nd Ed., Woodward, OK, #79356

COURSE DESCRIPTION

This course 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 demonstrate 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

Perfect for a one day pre-conference or post-conference course.

CLASS INFORMATION

Date(s): July 14, 2026

Time: 9:00 a.m. - 6:00 p.m.
All times are in Eastern Time.

Location: Woodward Conference Center
3401 Centennial Lane
Woodward, OK, 73801

REGISTRATION

Tuition: Full, Associate, & Commercial member:
\$230.00

Non-member:
\$280.00

REGISTER at: www.apcointl.org/schedule.

Please read our Registration & Cancellation Policy at www.apcointl.org/registration-policy.

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