

Restoring Civility in Society
CIVILITYCENTER



CIVILITY CENTER BOOK SUMMARY



The 30% Solution- How Civility at Work Can Increase Retention, Engagement and Profitability

Lew Bayer, 2016, Motivational Press

https://www.amazon.com/30-Solution-Increases-Engagement-Profitability/dp/1628652675/ref=sr_1_1?s=books&ie=UTF8&qid=1479744889&sr=1-1&keywords=lewena+bayer

The 30% Solution - How Civility at Work Increases Retention, Engagement and Profitability, provides essential information, facts, insights from the field, and practical tips related to the business of civility. The book represents a ready-to-use tool kit with practical applications for: Business consultants Performance and productivity analysts Workplace trainers Social and communication training facilitators Customer service experts Business owners, managers, supervisors, and individuals who want to build a better workplace.