

CIVILITY EXPERTS

Worldwide

Lew believes that *"Civility is its own reward"*. She suggests that *"In choosing civility, people find their best self, and in doing so, they experience the grace, courage, generosity, humanity, and humility that civility engenders."*



LEW BAYER

For almost 20 years Lew Bayer has been internationally recognized as a leading civility expert. With a focus on social intelligence and culturally-competent communication, the team at Civility Experts – which includes 94 affiliates in 26 countries has supported 100's of organizations in building better workplaces. In addition to her role as CEO of multinational civility training group Civility Experts Inc. www.CivilityExperts.com, Lew is Chair of the *International Civility Trainers' Consortium*, President of *The Center for Organizational Cultural Competence* www.culturalcompetence.ca, and Founder of the In Good Company Etiquette Academy Franchise Group www.ingoodcompanyetiquette.com.

With the release of her new book, *The 30% Solution*, released early 2016, Lew is a 10-time published author. Lew donates her time as Director of the National Civility Center, www.civilitycenter.org and she is also a proud mentor for *The Etiquette House*, a member of the Advisory Board for *A Civil Tongue*, was a national magazine columnist for 10 years, and has contributed expert commentary to many online, print, and television publications. Lew is one of only 7 Master Civility Trainers in the world, a distance faculty member at *Georgetown University Center for Cultural Competence*, a long-term facilitator at the *Canadian Management Center* in Toronto Canada, a Master trainer for the *Canadian School of Service*, a certified High Style Impression Management Professional and a certified Culture Coach® who also holds credentials in Intercultural Communications, Essential Skills, and Occupational Language Assessment.

Lew was recently recognized at World Civility Day for her contributions in the field of civility, and she was recently nominated for Women of Distinction as well as the RBC Canadian Woman Entrepreneur of the year. She was previously awarded Manitoba Woman Entrepreneur in International Business and she was the first Canadian to receive the prestigious AICI International Civility Star Award.

Civility Experts Inc. manages The Civility Speakers Bureau www.civilityspeakers.com offers online certification, www.civilityexpertsonline.com and offers a large array of civility training tools and materials via www.civilitystore.com.

It is a combination of the collective experience of the world-wide affiliate team, the leading-edge training solutions and the team's ability to customize to their client's need that leads to the sometimes immeasurable benefits that choosing civility brings. These outputs include increased social capital, trust, social intelligence and culturally competent communication - and together these impacts result in efficiency, competency, retention and bottom line results.