



## *Your Partners in Creating A Culture of Respect Where Employees Can Thrive*

Civility Partners is a consulting firm based in San Diego who works with organizations to address issues regarding organizational culture. We will be partnering with them for the next 18 months as they assist us in our equity and inclusion initiatives.

### THE PROCESS

To remain completely transparent in this process, here is a breakdown of the journey we will be embarking on:

**Step One:** Conduct an assessment

**Step Two:** Create an action team made up of volunteers from all ranks and all departments, who will develop and execute strategic plans

**Step Three:** Develop a 6-mos strategic plan and execute it

**Step Four:** Create core values specific to IST

**Step Five:** Conduct trainings on relevant topics based on assessment results

**Step Six:** Develop a second, 6-mos strategic plan and execute it

**Step Seven:** Conduct second assessment at the year mark to determine progress

**Step Eight:** Develop third, one-year strategic plan and execute it

### THE TEAM

**Catherine Mattice Zundel, MA, SPHR, SHRM-SCP** is the founder and lead consultant at Civility Partners. She has been helping organizations create and execute systemic action plans for building positive work environments for over a decade. She has authored two books, one of which world renowned leadership guru, Ken Blanchard, said was “the most comprehensive and valuable handbook on the topic” of workplace bullying.

**Kathy Grey** is formerly a conflict mediator from United Airlines, and in addition to working with Civility Partners, serves as the Director of Training and Lead Trainer at No Bully, an organization focused on helping schools create positive environments. She has served as a community advocate in Marin County for more than fifteen years, and is a seasoned speaker and coach.

**Brian Spitzberg, PhD**, is a Senate Distinguished Professor at San Diego State University and has won many awards and honors for his contributions to the academic field of communication. He is author and co-author of over 100 scholarly articles and book chapters in the areas of conflict, aggression, and “the dark side of human communication.” Dr. Spitzberg is Civility Partners’ go-to for expertise in survey design and analysis.

**Rebecca Del Secco, aPHR**, is the “Jill of all trades,” serving as the client liaison and project manager, and ensuring timely delivery of services to all clients. She conducts interviews during the discovery phase, creates reporting, develops training programs, and provides strong support for the consultants.

### AS SEEN ON



## CLIENTS INCLUDE



## RECOGNITION

### The Expert Institute

“Best Legal Blog” recipient, 2016

### Women of Influence Awards

“Author of Influence” and “Woman to Watch” nominee, 2017

### Business Excellence Awards

“Best Community Impact” Nominee, 2017, 2018

### San Diego Business Journal

“Women Who Mean Business” Finalist, 2016

### San Diego Magazine

“Woman of the Year” Finalist, 2016

### Northern California Book Festival

1st Place, BACK OFF! Your Kick-Ass Guide to Ending Bullying at Work

*“Today, people are smiling and looking at one another. It has taken over a year but IRC is becoming, once again, a good place to work.” **Inland Regional Center***

*She possesses such a comprehensive mastery... Catherine’s ability to engage our audience with humor and passion for the topic was first-rate.” **University of Florida***

*“Her program was so well received we decided to offer the program to another department.” **O’Connor Hospital***

*“Her guidance assisted management on how they should work through the problems that arise with workplace bullying.” **iHerb.com***

*Zundel’s presentation was interactive and engaging, and she has the ability to talk about a very serious topic in a way that is positive and inspires hope. The audience was engaged and I received several comments about how much people enjoyed her presentation. **National League of Cities***