

# PDF | The 30% Solution

by Lewena Bayer

# THE 30% SOLUTION

HOW CIVILITY *at WORK*  
INCREASES RETENTION, ENGAGEMENT  
*and PROFITABILITY.*



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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.



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