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**“Who you are speaks so loudly,
I can’t hear what you’re saying”**
R.W. Emerson

“Rudeness is the weak man’s imitation of strength.” Eric Hoffer

Golden Rule: treat others as you would like to be treated

--What is civility?: respect, care, consideration, courtesy, niceness, politeness, kindness, fairness, good manners, self-control, justice, equality, honesty, trustworthiness, compassion, being agreeable, friendliness, abiding by rules. [P.M. FORNI]

---Impediments to civil behavior:

- 1. too much SELF expression [we have a choice as to how we express ourselves—restrain destructive reactions and act---based on values, not feelings]**
- 2. lack of community—knowing others, not all strangers**
- 3. ‘tough guy’ values**
- 4. overstressed=over-reactive; probable ‘lowest behavior’**
- 5. ignorance---never learned civil behavior**
- 6. rudeness: inadequate way to communicate [based on fear/ignorance/social awkwardness]**

- 1. Pay attention to others: caring about them: to listen, to know them**
- 2. Acknowledge others: ‘hello _____’; acknowledge thoughts and feelings**
- 3. Listen: de-focus on self; don’t interrupt, don’t take control of the conversation; ask clarifying questions [when you said _____, did you mean _____?]**
- 4. Be inclusive: let others in to the conversation/group; ‘welcome’ to the group/family;**

- 5. Don't speak ill:** 'If you can't say something nice, don't say anything.' gossip-slander trap hurts people's reputation and feelings, and can lead to violence; **what can we do?** 1. remain silent 2. leave 3. say something positive about the person 4. openly communicate you don't want to participate in this conversation.
- 6. Speak kindly:** don't discount the power of your words = hurt or heal. Look for the good and speak the good. Point out other's strengths; look for opportunities to thank others.
- 7. Respect other's opinions:** is part of the larger context of having respect for others. Is it ok for someone to see/express things differently than you? Can you support others in being 'true to themselves'? Can you agree to disagree—don't attack, keep the relationship intact?
- 8. Respect other's 'no', time, space and quiet:** allow/support others to say 'no' to you—to set a boundary with time, space, quiet and affection. Keep it down—with the loudness of your voice, music, cell phone: don't intrude on others time, space and quiet. Be on time. Don't touch others without permission. Respect people's territory—give them their space—physically and psychologically.
- 9. Apologize:** If you make a mistake and harm someone, apologize:
 1. acknowledge to yourself you did something to hurt another
 2. feel sorrow
 3. forgive yourself
 4. forgive the person for any mistake/harm they did
 5. tell the person we are sorry [specifically] for what we did to harm them
 6. ask the person what you can do to make it up to them
 7. confirm you will do your best to not repeat that harm again.
- 10. Assert yourself:** stand up for your rights; know your needs, and values and concerns and be ok with letting other know them---doing this in a firm, respectful way [not aggressive].
- 11. Don't shift responsibility and blame:** take responsibility for your thoughts, feelings, attitudes, behaviors---don't blame others