

CIVILITY: The Good, The Bad, and The Costly

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ICMA Conference Presenter



WAYS TO DEAL WITH INCIVILITY

- 21 Coping Mechanisms for Dealing with Incivility
- Use Them Wisely

COPING MECHANISMS

- Keep Control of Yourself
- Adjust Your Expectations
- Maintain a Professional Demeanor
- Choose Your Battles Wisely
- Listen
- Paraphrase
- Respectful, Forthright

- Use Empathy
- Let Off Steam
- The Speaker Might be Right
- Switch Extremes Into Facts
- Move to Problem Solving
- Have Speakers Introduce Themselves
- Peer Pressure
- Pause Before Responding

- Three Responses
 - “Huh?”
 - “Do you really believe what you just said?”
 - “I can see how this is good for you. Tell me how it’s good for all of the citizens?”
- Use Deflectors
- Use the Staff
- Go to Lunch with Those Who Disagree
- Cut Them Off
- Plan Ahead

SUMMARY

- *YOU* Set the Tone
- Stay in Control
- Remain Professional
- Be Respectful

KEEPING IT IN PERSPECTIVE



Questions/Comments?

Additional Information...

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