

Civility Principles - Priority Exercise for BC & Yukon Civility Ambassadors

This was used as a paper exercise with the Civility Ambassadors to generate some thinking about civility. We believe this could be a useful for use in Lodges to generate discussion. It will likely be necessary to reduce the rating outcomes from ranking top ten to a top five to stay within a 15 minute time frame.

If you undertake rank ordering please share the results.

The following are civility principles taken from a number of sources. How would you rank these principles? Please indicate your priority numerically from 1 -10. 1 being your first choice and do make all 10 selections.

- Pay attention - Be aware and attend to the world and the people around you
- Listen intently when others are speaking. Inhibit the “inner voice” from interrupting with comments
- Speak kindly Be mindful of the words you use, when you use them, and also of the words you speak through your non-verbal communications.
- Assume the best in others View everyone in positive terms
- Show Respect. Honour other people and their opinions, especially in the midst of a disagreement. Respect means you can disagree without being disagreeable.
- Be Inclusive. Acknowledge others. It is about leading and serving for the betterment of mankind.
- Don't Gossip. And don't accept when others choose to do so
- Be Agreeable. Look for opportunities to agree; don't contradict just to do so
- Accept and Give Constructive Criticism. When disagreeing, stick to the issues and don't make a personal attack.
- Apologize. Be sincere and repair damaged relationships
- Take Responsibility. Don't shift responsibility and blame onto others; share disagreements publicly
- Remember our shared humanity. It is easy to forget we are all human beings, with more commonalities than differences
- Build Relationships and trust. Trust, builds bridges across boundaries
- Refrain from idle complaints
- Value both the process and the results.

Results from BC & Yukon Civility Ambassadors

The 12 Ambassadors working in BC & Yukon undertook to prioritize civility principles - the following are their priority ratings:

1. Build Relationships and trust. Trust, builds bridges across boundaries.
2. Be Inclusive. Acknowledge others. It is about leading and serving for the betterment of mankind.
3. Speak kindly. Be mindful of the words you use, when and how you use them.
4. Remember our shared humanity. We are all human beings, with more commonalities than differences
5. Show Respect. Honour other people's opinions, Respect means you can disagree without being disagreeable
6. Assume the best in others View everyone in positive terms
7. Pay attention - Be aware and attend to the world and the people around you
8. Value both the process and the results.
9. Listen intently when others are speaking. Inhibit the "inner voice" from interrupting with comments
10. Apologize. Be sincere and repair damaged relationships

After discussing these results the Ambassadors further refined the list into themes based on initial input from RWB Brian Beech. Those themes being 'people interface/interaction' or 'within a situational context' expressed either as a 'positive statement' or recommended 'avoidance action.'

It was determined our civility path as a process for improvement gained through understanding of:

- The needs of others;
- How our words and actions may be hurtful and illicit disharmony; and
- What we can do to recognize the human behaviours that are most advantageous or best avoided.

The first two principles (e.g., Building relationships on trust and sincere inclusivity) as an embodiment of such guiding principles. The remaining eight examples provide insight of how that may be accomplished. This is followed by examples of avoidance's extracted for the most part from those statements not included in the top ten.

Guiding Principles

1. Build Relationships and trust. Trust builds bridges across boundaries.
2. Be Inclusive. Acknowledge others. It (*i.e., Civility*) is about leading and serving for the betterment of mankind.

Civility Approaches

3. Speak kindly. Be mindful of the words you use, when you use them, and also of the words you speak through your non-verbal communications.

4. Remember our shared humanity. It is easy to forget we are all human beings, with more commonalities than differences.

Accomplishment

- Assume the best in others View everyone in positive terms
- Show Respect. Honour other people and their opinions, especially in the midst of a disagreement. Respect means you can disagree without being disagreeable
- Value both the process and the results.
- Be Agreeable. Look for opportunities to agree; don't contradict just to do so
- Accept and Give Constructive Criticism. When disagreeing, stick to the issues and don't make a personal attack.
- Apologize. Be sincere and repair damaged relationships
- Pay attention - Be aware and attend to the world and the people around you
- Listen intently when others are speaking. Inhibit the "inner voice" from interrupting with comments
- Don't Gossip. And don't accept when others choose to do so
- Take Responsibility. Don't shift responsibility and blame onto others; share disagreements publicly
- Refrain from idle complaints