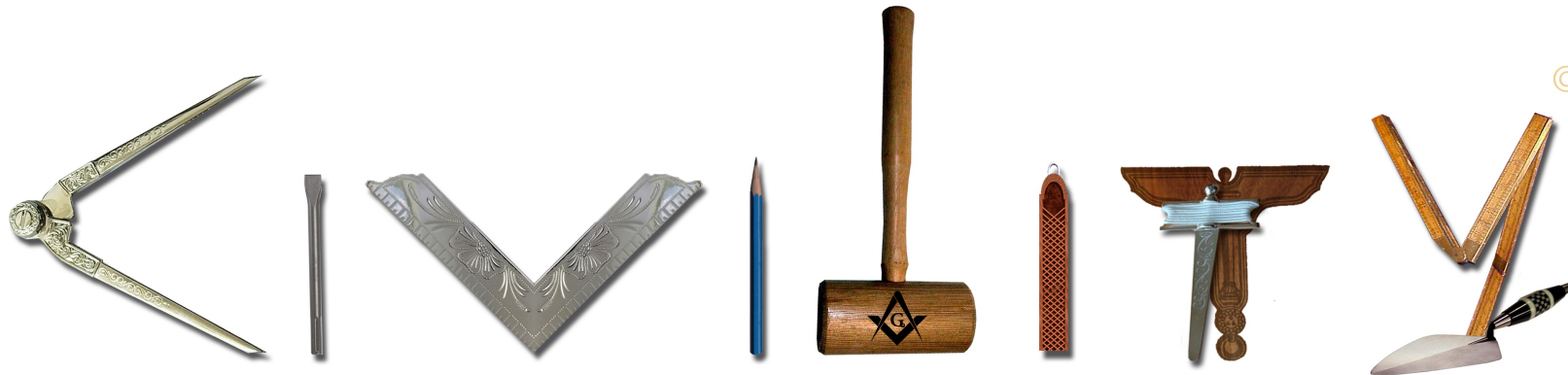


Why Civility Matters in the Lodge



MASONIC FAMILY CIVILITY PROJECT

What is Civility?

We can all define what it is
NOT --- How do we define
what civility *is*?

“It’s a journey.”

*“It’s the embodiment of
the Ten Commandments.”*

*“It’s the Golden Rule,
applied.”*

Civility is essential for the success of any society. It is grounded in respect and in an attitude of inclusiveness.

When we practice civility we remind ourselves about the impact of our actions on others while contributing to the well being of our family, community and society at large.

Civility advocates for treating others as you would want them to treat you.

Would You Believe?

Wikipedia has long had a definition of “incivility” but only in the last year or so has a definition of “civility” been tendered and approved.

Why Civility Now?

Let's Look at the Numbers

81% of Americans think that incivility is leading to an increase in violence.

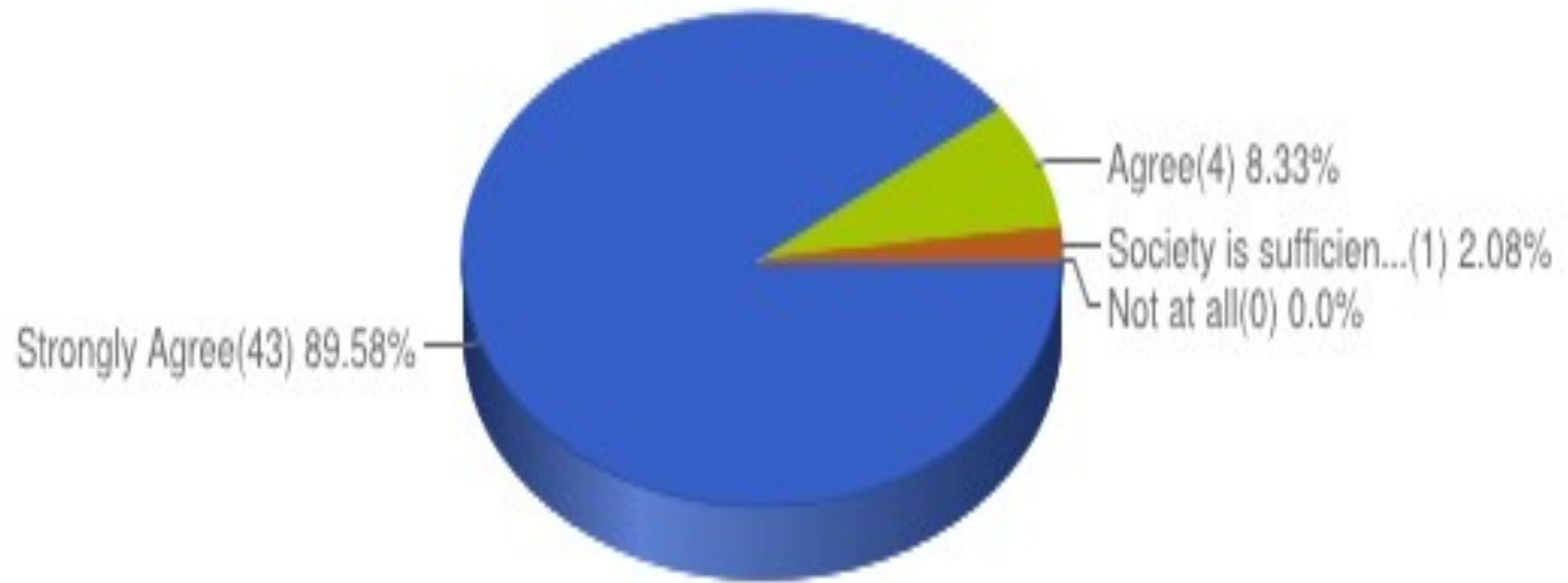
70% of Americans believe incivility has reached crisis proportions. With Americans encountering incivility an average of **2.4 times a day**.



Source- Civility in America: A Nationwide Survey, conducted by global public relations firm Weber Shandwick and public affairs firm Powell Tate in partnership with KRC Research

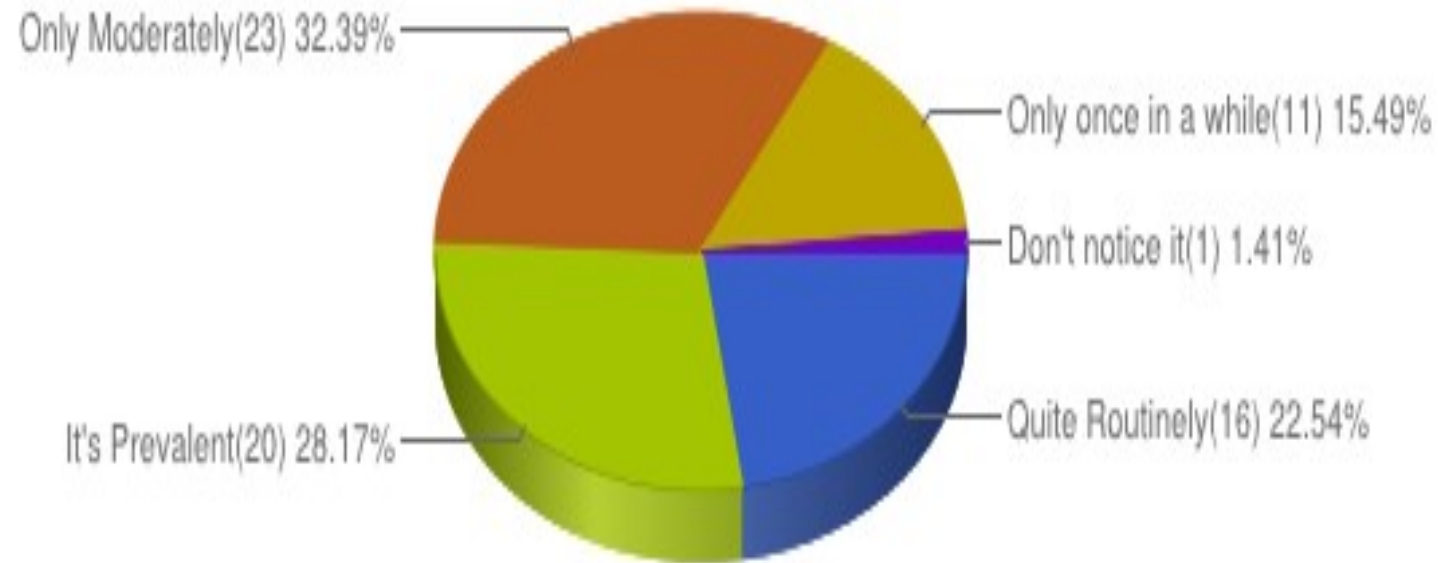
Civility Survey

Do you believe society is in need of greater civility?

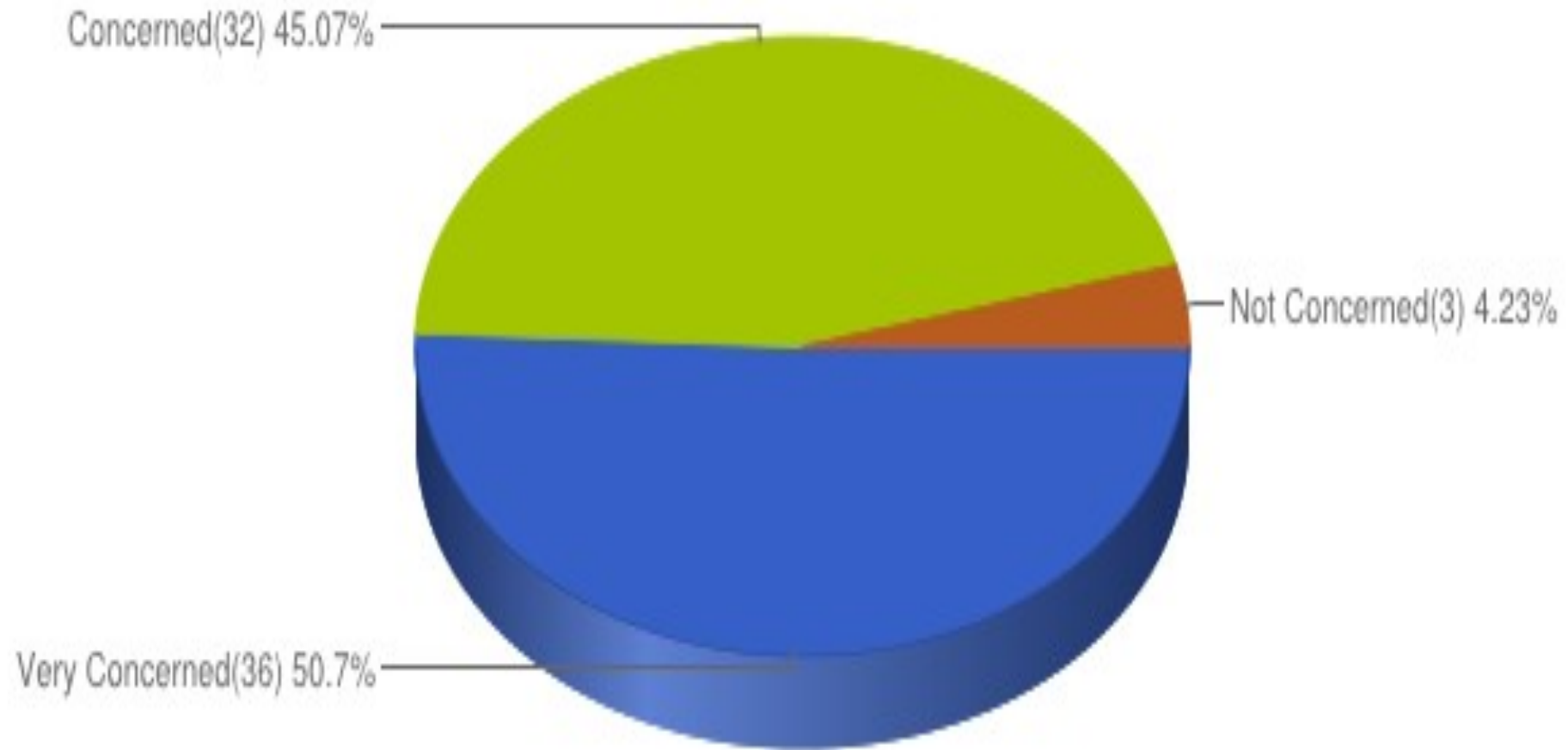


Civility Survey

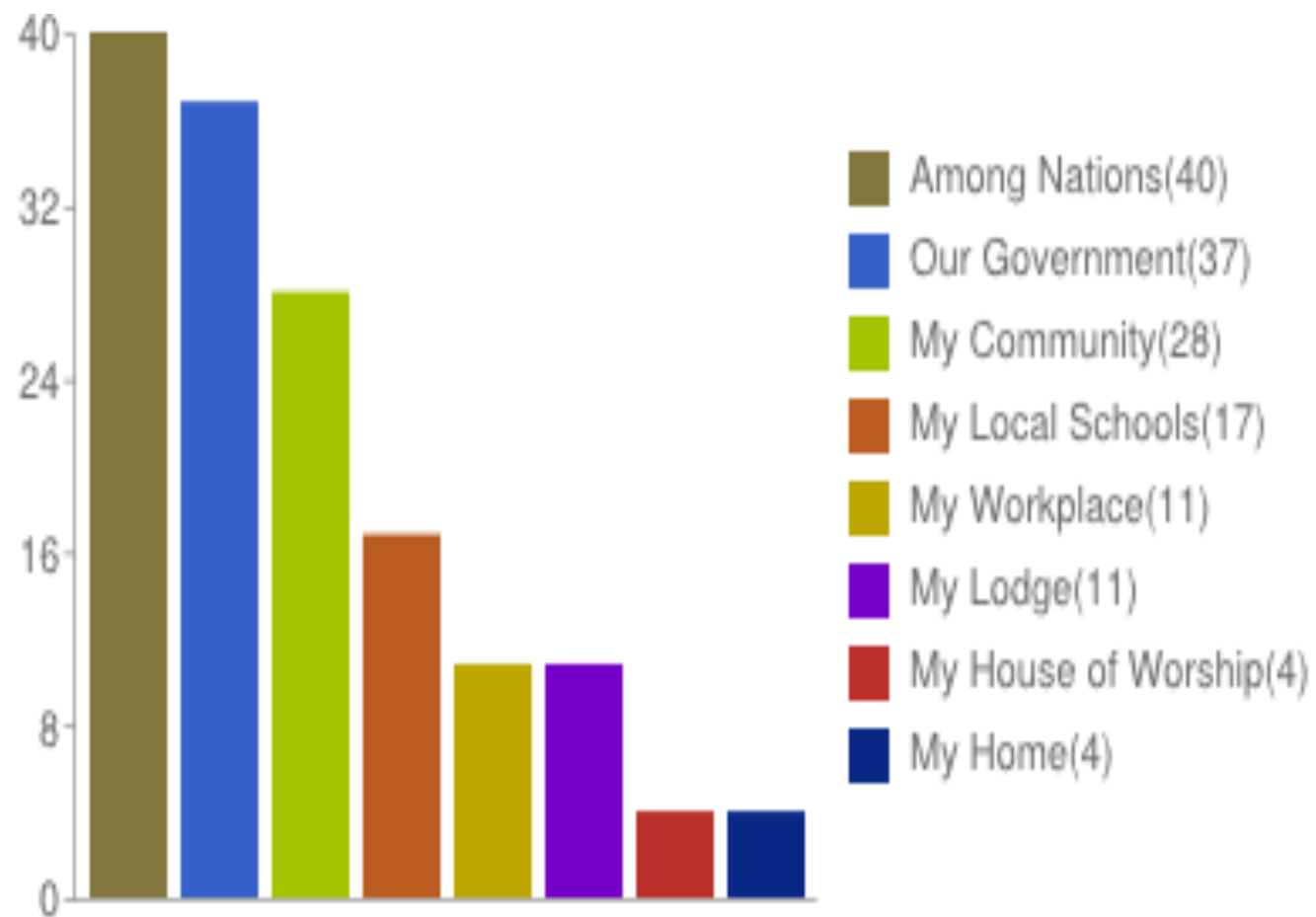
Taking yourself, your family and your community as an example:
How often do you witness acts of incivility?



Thinking about our society and communities as a whole...
How concerned are you about the level of incivility you witness?



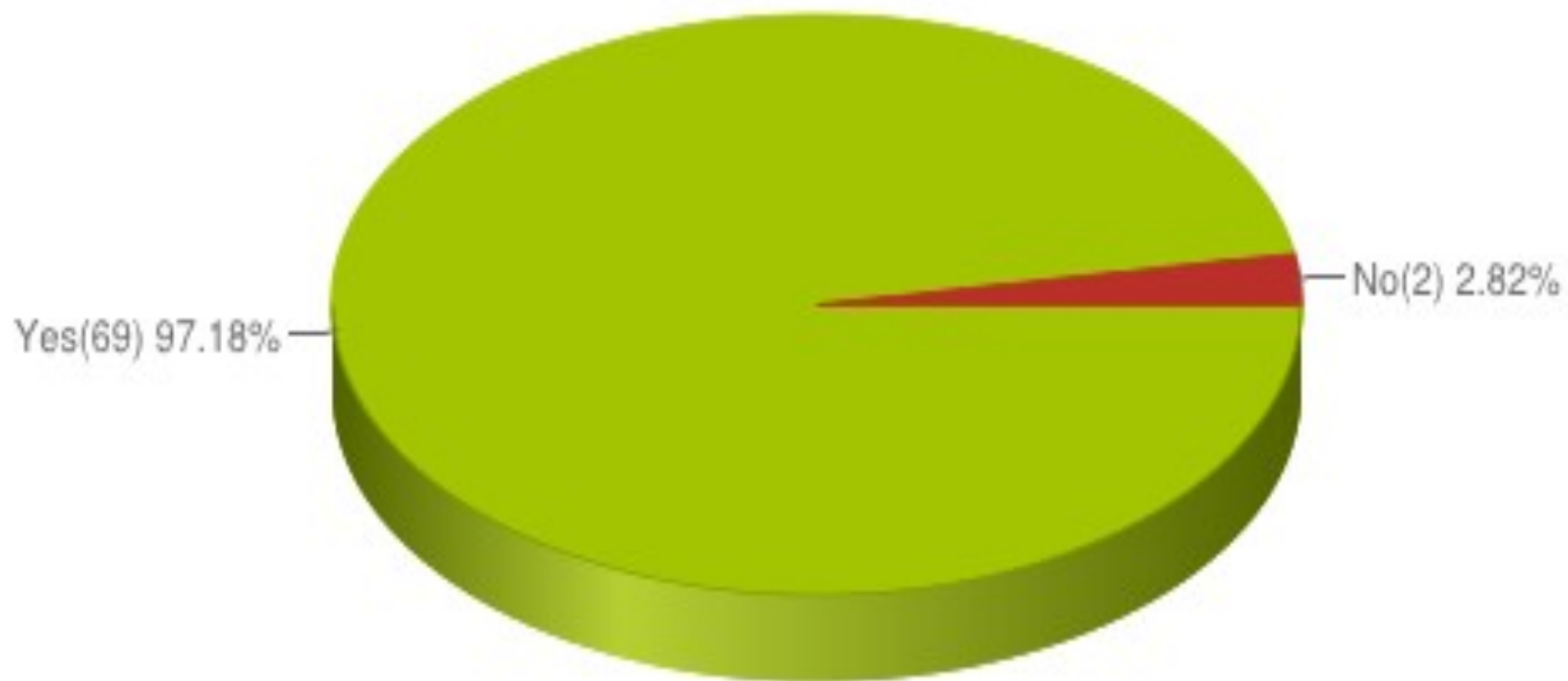
Personally, I feel Incivility is a problem in:



Our Future Members and Leaders

92% of teens say they feel social media,
e.g., Facebook and Twitter is making us a
less civil society.

As Masons, can we help restore civility in society?



Why Civility Now?

Based on these observations,
if **incivility** was a disease, it
would be an **epidemic**.

With so much acknowledged incivility in the world, why would you allow it to take hold in your lodge?

Why Civility in the Lodge?

Why Civility in the Lodge?

- Remember the Compass
- Improves member retention
- Improves member attendance
- Improves new member attraction
- Improves our public image
- WE can be the force for change

The Compass



Why Does All Of This Matter?

Member Retention

A recent poll showed that 26 % of people have quit a job because it was an uncivil workplace.

If people are willing to leave a job, how many more would be willing to leave a lodge?

Impact on Member Attendance and Attraction

Public rudeness among employees is common. Whether it's waiters berating fellow waiters or store clerks criticizing colleagues, disrespectful behavior makes people uncomfortable, and they're quick to walk out without making a purchase.

How many brothers are walking out for the last time and how many potential members are never coming back due to incivility?

Increased Distraction from Greater Things

According to a study conducted by Accountemps and reported in Fortune Magazine, managers and executives at Fortune 1,000 firms spend 13% percent of their work time—mending employee relationships and otherwise dealing with the aftermath of incivility.

How would you rather spend your time, refereeing incivility in the lodge or taking action in your community, welcoming new brothers, and making a difference?

Cost and Consequences of Incivility to Lodges

- Reduced enthusiasm
- Declining attendance
- Dwindling active membership for projects, activities, and service
- Reduced public awareness or opinion
- Poor member experience

Stress at work also impacts our relationships

Respondents indicated that on average job stress accounted for 73% of their overall life stress.

59% of respondents said that the quality of their home and family life was sometimes impacted by job stress

16% said that job stress frequently impacted their personal and family life.

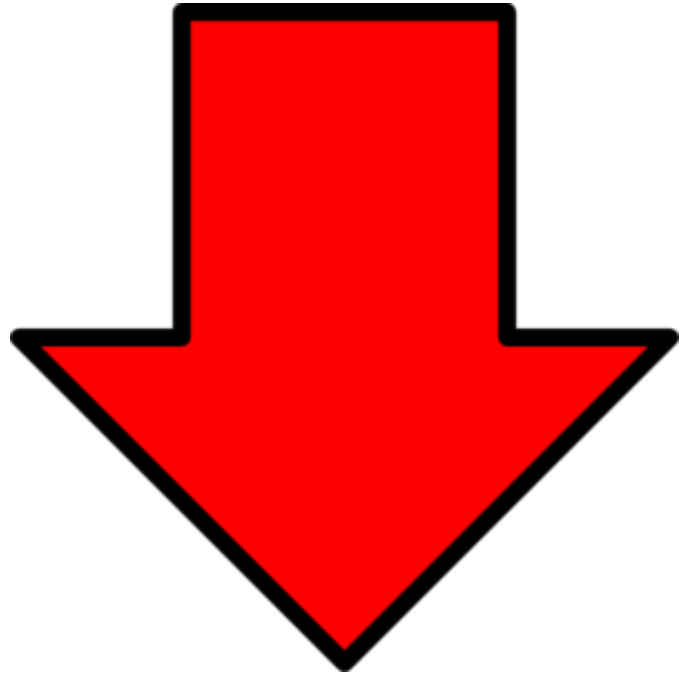
Source: Human Solutions Report, *Under Pressure*

Do you want your Lodge to be a stress point in anyone's life?

With all of the other potential stresses in a person's life, why not make the lodge a refuge; a place of friendship, support, and understanding. This does not mean we need to always agree. It means we need to be able to express our differences in a way that is constructive without being a source of incivility, stress, and contention.

Incivility Contributes to:

- Reduced officer and lodge efficiency
- Reduced member morale
- Less innovation
- Absenteeism
- Loss of resources and talent
- Lower Productivity as a group (Many hands)



...Lower Quality
Experience for
Everyone

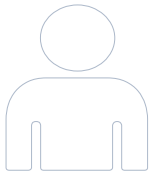
Think About This...

If incivility was present in your lodge, would you invite a friend to come to anything your lodge planned? How about a member of your family?

If you experienced incivility, even if it was just a couple of times, would you keep coming back, especially if nobody seemed to care that it was happening?

How do we fix it?

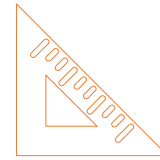
FIRST...REMEMBER WHO WE ARE



CULTURAL SENSITIVITY

We are a group of like-minded men but our lodges represent a diverse group of people of different:

- Places of origin
- Language
- Races
- Ability
- Knowledge
- And much more



MASONIC HERITAGE

We have a long history of fostering civil dialogue and building civil societies.

How Do We Fix It?

Be Self-Aware

25% of managers who admitted to having behaved badly said they were uncivil because their leaders—their own role models— were rude. And, in a survey of 1000 American Executives Michelle McQuaid, a leader in Positive Psychology interventions, found that only 35% of Americans are happy at their jobs. 65% say a better boss would make them happy. And only 35% say a pay raise will do the same thing.

How Do We Fix It?

Be Self-Aware

Be mindful of how you treat and talk to officers, members, and their families, especially if you are in a leadership role. Remember, none of us HAS to be here. Seek solutions through civil dialogue and understanding. Lead with... **Brotherly Love**

How Do We Fix It?

Engender Trust

In *Edelman's Trust Barometer*, where results from 31,000 respondents representing 26 markets around the world were gathered, only 18% of those surveyed trust business leaders to tell the truth. That is just slightly higher than the statistic for trusting government officials, which was only 13%.

Engender Trust Amongst Leaders and Brothers

- As a leader, be a resource of **truth**, trust and reliability. Be a positive example to follow, so that those who follow can replicate that good example. Be an inspiration and model of civility.
- Have projects and programs (Work and Play) away from ceremonial lodge activities that encourage the members to spend more time together. (Bonding through common suffering)

Listen Actively

Members will frequently tell you when they are unhappy and why. See this as an opportunity to listen actively, without being defensive, and seek solutions that satisfy both sides.

When this is not possible, both sides will need to be active listeners, be willing to see the other person's side, and be willing to accept the circumstance without creating turmoil in the lodge by continuously voicing their disagreement.

Attentive Ear

Personally

Be Self-Aware

Make a commitment to be more civil. Consciously pay attention to your own actions and communication with others. (Take a deep breath)

Think the best of others

Incivility often arises when we feel we have been intentionally wronged, disregarded, or disrespected. However, such transgressions are usually committed without malice and more from a lack of awareness.

Be Self-Actuating

Seek out and recognize opportunities to introduce or engage in civil discourse during times of disagreement or outright conflict.

Encourage Others

In times of calm, gently engage in a conversation about civility awareness ([Instructive Tongue](#))

Consider the Resources Available to You

CIVILITY TOOLBOX

MASONIC CIVILITY
TASK FORCE

AMBASSADORS AVAILABLE

CIVILITY SCORECARD

SOCIAL MEDIA




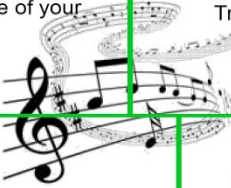

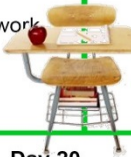



31 DAY CIVILITY CHALLENGE

- Variety of online resources for individuals, families, lodges, workplaces, and nations
- Develops useful material with input from more than 4 dozen participants and 20 Grand Lodges
- We have recruited and trained Ambassadors from countries world-wide
- We have developed a Civility Scorecard
- Social Media Presence
 - MasonicCivility.org and Facebook Group
- Take The Challenge

Take the 31 Day Civility Challenge



31 Day Civility Challenge
www.civilityexperts.com

 Day 1 Say hello to five people today.	 Day 2 Smile often at others.	Day 3 Be courteous on public transit and offer your seat to an elder or someone in need.	Day 4 Remember to say  and thank-you.
Day 5 Make eye contact with people.	Day 6 Monitor the volume of your ipod or radio.	 Day 7 Treat others with kindness.	Day 8 Try to remember people's names.
Day 9 Offer constructive feedback in the form of a compliment sandwich.	 Day 10 Introduce those around you.	Day 11 Eat in the lunch room and be social.	Day 12 Be proud of your appearance. Dress nicely.
Day 14 Hold the elevator door open for others.	Day 15 Be patient with others.	 Day 16 Keep your work area clean.	Day 17 Make personal phone calls in private.
Day 19 Don't interrupt others.	Day 20 Be outgoing and introduce yourself to others in social situations.	 Day 21 Make sure to always use a positive tone.	Day 13 Share the sidewalk.
Day 22 Don't litter.	 Day 23 Replace empty toilet paper and paper towel rolls.	Day 24 Avoid profanity.	Day 25 Clean up your own mess.
Day 27 Include your co-workers in conversations.	Day 28 Leave a fair tip when dining out.	Day 29 Turn off your cell phone during meetings.	Day 30 Hold the door for others.
		 Day 31 Repeat!	

Most people do not make a conscious decision to be uncivil. In fact, being uncivil takes no conscious effort at all. It just happens. Civility, especially in the heat of a moment, takes effort and consideration. But like anything else we do consciously and regularly, Civility, if practiced regularly, will soon become a part of who we are. It will become an unconscious manner of behaving, and will benefit our lodges, our members, and our communities for generations to come.

You can be a force for change.





MASONIC CIVILITY EFFORT

In 2014, Masonic leaders across North America embarked on a journey to address the need for a more civil society.

“That journey begins in our Lodges and with each of us.”

Visit and use the following resources frequently



- 1) Civility Task Force Ambassadors available to you and your lodge
(Information, Presentations, Conflict Resolution Assistance)**
- 2) Civility Toolbox- AVAILABLE TO ALL MASONS IN NORTH AMERICA
<http://www.civilityresources.com/Civility-Resources.html>**
- 3) Civility Scorecard**
 - Scorecard-contact info@MasonicCivility.org or Russ Charvonja at 805-258-1037
- 4) Take the 31-Day Civility Challenge**
- 5) Visit Our Social Media Outlets Frequently for Updated Material and Insight**
 - Masonic Civility website- MasonicCivility.org
 - Facebook Group
- 6) Support these efforts through The Civility Shop at www.CivilityShop.org**