

What's Cooking at The Civility Café!



“Civil Servants Deliver America’s Dream!”

Cultivating an Engaged Federal Workforce

As we look at the human capital needs facing our government, it is imperative to keep in mind that nothing is more important than how we treat one another. As a leadership coach, I have been inspired by working with Cre-



Artwork is by the CLG and artist Laurie Marshall.

ative Learning Group (CLG) members at NASA Goddard Space Flight Center and EPA who have demonstrated the significance of being in communities of practice where civility, kindness, fairness, empathy, gratitude, trust, mutual respect, collaboration, and integrity are present. In 2002, Ron Brade, a Goddard CLG mem-

ber, coined the phrase “Civil servants deliver America’s dream!” Great relationships are the hallmark of an engaged workforce and are necessary to deliver the intent of a better world; such positive behaviors are critical for our survival and must not become an endangered species.

“What’s cooking at The Civility Café” is a Call to Action for each one of us to become more aware of our own behavior and our impact on others for the sake of the common good. You are invited to submit your ideas, resources, and recipes for future cafes and newsletters. Special thanks to the CLG, EDEN, Jan Earnest, Judy Bradt, the Federal Consulting Group, Michele LeBar, Carol Heller, Stuart Heller, Kelly O’Brien, Carol Earnest, and P.M. Forni for your support!

All the best,
Joan Wangler

The Civility Café is a dialogue, or series of dialogues, that create a safe space to consider the concept and practice of civility and engagement in our everyday lives.

It's a combination of the Creative Learning Group experience at NASA Goddard Space Flight Center, World Café, Appreciative Inquiry, Open Space and more.

At the café, we explore how we can constantly, consciously, be more aware of our words and deeds for the betterment of ourselves and for others.

Civility Salad Fixings

- Mix harmonious portions of civility and presence.
- Add a touch of contagiousness to your civility.
- Sprinkle with strong values.
- For greater depth, add more generations.
- Consider your impact on other people.
- Combine with centering to stay civil under stress.
- Watch for unexpected emotional baggage.
- Pour a proper measure of respect for self and others.
- Check for self-honesty, values, and mission





“Recipes from The Civility Café



Civility is a hot topic! The café attracted the largest turnout for any of FCG's events.

“It is time to be reintroduced to a world we have forgotten, a world where people naturally congregate because we want to be together. A world where we enjoy the age old process of good conversation, where we're not afraid to talk about what matters most to us. A world where we are not separated, classified, or stereotyped. A world of simple greeting, free from technology and artificiality. A world that

constantly surprises us with the wisdom that exists not in any one of us but in all of us. And a world where we learn that the wisdom we need to solve our problems is available when we talk together.” Meg Wheatley

The Federal Consulting Group invited Coaches, Leaders, and Movers & Shakers to a jazzy café. Jan Earnest and Judy Bradt worked with Joan to explore Civility as a Way of Being.

Take-aways:

- A deeply respectful foundation for everyday conversations and actions that matter.
- A blueprint for how to confront uncivil behavior.
- A way to view the leadership conversational landscape with new eyes.
- The catalyst to create a space for human imagination and intellectual capital to flourish.
- Empowerment to take responsibility for moving civility into other strategic initiatives.

At the conclusion of the session, Leslie Mason, a café participant, stated, “What are we waiting for? Civility Now!”

The Practice of Naikan

Do you want to see a positive shift in the way people treat one another? Try the Naikan Soufflé. Rooted in Japanese tradition, Naikan is a structured method for intensely meditating on life, interconnections and missteps. Through Naikan, participants develop a natural and profound sense of gratitude for blessings always there but often unnoticed.

Beef Jerky

In the June 29, 2007 “McKinsey Quarterly,” Robert Sutton provides a strong case for “Building the Civilized Workplace.” Sutton discusses the cost of sustained practice of hostile verbal and nonverbal behavior, excluding physical contact.

“Organizations that put up with jerks not only can have more difficulty recruiting and retaining the best and brightest talent but are also prone to higher client churn, damaged reputations, and diminished investor confidence. Innovation and creativity may suffer, and cooperation could be impaired, both within and outside the organization—no small matter in an increasingly networked world.”

“There is good news and bad news about workplace jerks. The bad news is that abuse is widespread and the human and financial toll is high. The good news is that leaders can take steps to build workplaces where demeaning behavior isn't tolerated and nasty people are shown the door.”

Naikan Soufflé

Reflect on these questions:

- What did I receive?
- What did I give?
- What troubles or difficulties did I cause?





Flow Flan

Stuart Heller, www.cultivatingexcellence.com

Sometimes it not only feels like someone is directing aggressive energies toward you, they actually are. Leaving aside the questions of their motives and unconscious behaviors or your own constitution and reaction habits, the most important thing is to find a way to stay present in the encounter.

One of the most powerful methods of the Martial Art of Influence is to redirect the attack so that it flows around you while simultaneously giving the other person the experience that you are there, meeting them, in all their intensity and/or passion.

Grace Goulash

Carol Heller, www.cultivatingexcellence.com

What can we do to maintain our calm, back away gracefully or turn around a situation that is humiliating or abusive? Most times when behavior that surprises us catches us off guard, we need time to recover and we are left speechless, angry and resentful at the way we were treated.

In the moment the most important thing to do is take care of yourself, recover your center and then move on. From this place of recovering yourself as a complete, centered person, you now have the options of moving toward, away from, giving way or standing your ground. Which one you choose depends on the situation and your way of responding.

Flow Flan

- Maintaining your gaze straight ahead, shift your stance to place one foot slightly in front of the other.
- Then, slightly turn your hips and shoulder to match the angle of your feet.
- As the intensity flows around you, look directly at the person.
- They experience being met, as you stand centered, peaceful, and aware.

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Grace Goulash

- Let go of the tensions you don't need. Maybe it's the clenched jaw, raised shoulders, or tight belly.
- Keep what you do need, especially, legs and feet for support, arms and hands for connection, spine and head for clarity, and breath for spontaneity.
- Add on what's missing. Perhaps it's a straighter spine? Maybe you could raise or lower your chin an inch? Or sit back or more forward in your chair? Or a mood shift?
- Relax and notice what you had to let go or re-organize in order to feel more centered. What's different? What has remained the same?

Try this several times, imagining an encounter with one person or several. Practice your responses until you are satisfied with the way you are handling the encounter.

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"The Gratitude Tree" expresses what it is like to work in an environment where people feel a sense of commitment to the mission of the organization and to one another. It was designed by civil servants at NASA/ Goddard and EPA who are committed to a coaching culture where everyone has Space to Grow.

Artwork is by the CLG and artist Laurie Marshall.





Civility Seasonings in Howard County

“Incivility carries a very high cost in both human and financial affairs,” according to Dr. P.M. Forni, author *Choosing Civility: The Twenty-five Rules of Considerate Conduct* and co-founder of the Johns Hopkins Civility Project. “It’s time to rethink our relationships for the sake of the common good.”

Reporter Sandy Alexander wrote about what a difference choosing civility can make in the Feb. 18, 2007 issue of “The Baltimore Sun.”

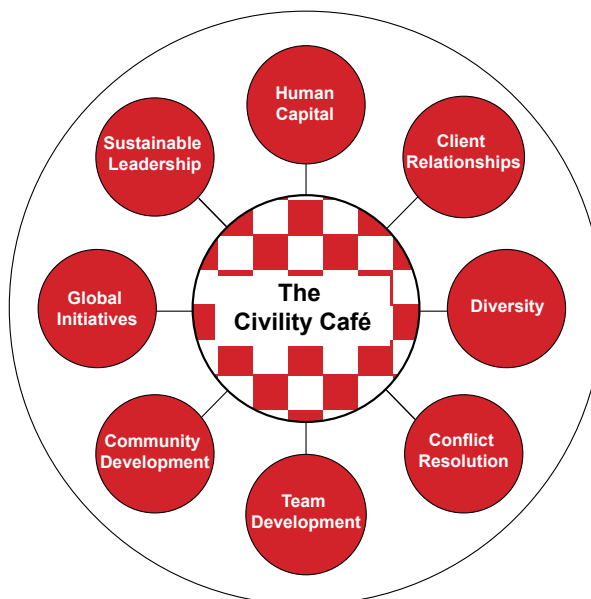
At least 17 Howard County Maryland organizations and government agencies have agreed people can use more politeness in their home, work and community lives. A new, multiyear project called Choose Civility is pulling numerous local efforts together under one umbrella. Activities include getting book groups to talk about civility at their meetings, telling students to treat each other respectfully in school, helping transit riders remember to be kinder to drivers and encouraging motorists to be more polite to each other. As Choose Civility’s leaders have sought groups to participate, “there hasn’t been a single person who has said, ‘Oh, we don’t need that,’ “said Stacie Irish, executive director of Leadership Howard County. “I can’t imagine there are people who haven’t experienced at some point in time ... people not treating each other nicely.”

Tapas

Here is a sample of what people were saying at the last café:

- I liked the simplicity in finding small ways to make a difference in the world.
- I saw how to take an abstract concept like civility and make it concrete and see how it makes a difference.
- I learned that an absence of conflict isn’t the same thing as civility.
- This gave me the professional opportunity to consider how stress affects my life, and deal with it and be present for others.
- This demonstrates a model that should be installed in every government agency across the United States and that can happen with Joan Wangler’s help!

Use the power of creative engagement and civility to fuel your strategic initiatives. The Civility Café is a dynamic new approach that provides a respectful foundation for learning, reflection, and action.



Our Conversation is Free! Coffee is On Me!



Find out how to make the Civility Café work for you and your organization.

Call or email for a free consultation:

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