



“Navigating Civility Issues in the Moment”

Focus On Student Learning (FOSL) Workshop

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Rumsey Room, Student Center

Monday, March 26th – 12:10-1:00 pm

Tuesday, March 27th – 12:35-1:25 pm

“Navigating Civility Issues in the Moment” provides three basic techniques to confront these behaviors and to set clear expectations about respect within and beyond the classroom. Navigate civility issues to help provide a transformative learning experience for all. Also, learn more about the purpose and efforts of Shepherd’s [Civility Response Team](#).

STAR APPROACH

- S**ituation Listen to the scenario.
- T**ask Describe a time when someone believed they were treated unfairly or unequally.
- A**ction Learn techniques used to combat the situation.
- R**esult Explain how to help in the situation.

USING I-STATEMENTS

BE SPECIFIC. "When students do that, I feel disrespected," triggers more resistance than "When you decide not to speak to me, I feel disrespected." The first statement is just begging for an emotional reaction because we are lumping someone into the generic category of tall people, rather than treating them as an individual. In contrast, the second statement is event-specific and direct, and the person knows you are addressing them.

AVOID "OUGHTS" AND "SHOULD." Criticisms like "You should be on time!" usually hide our own feelings about a situation. Try saying something like, "I feel disrespected when" This allows you to live in the moment with your feelings. Remember: *Be present!*

AVOID LABELS. Labels like "crazy, rigid, bigot" etc., tend to categorize people and blame them. Expressing our ideas directly works better than categorizing others.

SAFE APPROACH

- S**incere Make eye contact, gesture toward the speaker, listen actively, react genuinely using your mouth and body to respond, ask open ended questions to elaborate.
- A**uthentic Be honest, understand what is important to you, build trust, use the facts, deal with issues immediately, be direct, speak from your own perspective without judgement, pay attention to what is happening now.
- F**air Consider why another person thinks/feels, understand life experiences that shape another person's point of view, see the world through someone else's eyes, do not criticize someone else's tastes, understand what might be appealing.
- E**thical Empower others to make responsible choices, be honest, bring about good in all actions, prevent or minimize harm, do not waste resources, provide what they you owe or what someone deserves, do not place unfair burdens on others.

USE TECHNIQUES TO ADDRESS FORMS OF INCIVILITY

SYMBOLS. Displaying swastikas, confederate flag, or calendars that objectify women/men.

DOWNPLAYING. Employee asks a colleague of color how she got her job, implying through affirmative action/quotas.

TARGETING. You don't sound Mexican; would not have ever guessed you were gay.

ENVIRONMENTAL SLIGHT. Asking an Asian American where they were born, conveying that all people of Asian descent are international.

INSULTS. Jokes at the expense of someone's identity.