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- A Demonstration of Respect
 - We are defined by how we treat each other.
 - Civility is a demonstration of respect.
 - Do people follow you because they choose to, or because they have to?
 - Incivility is low-level behaviors that make you lose faith in humanity.
 - We do not have the luxury to allow incivility to continue, and what we allow is what will continue.
- Leading Others with Civility [06:47]
 - Brennan Manning said, “In every encounter we either give life or we drain it; there is no neutral exchange.”
 - Connect to your “hire” self — the person you said you were in your job interview.
 - If you would never think of saying something in a job interview, then do not do it at work.
 - Being nice is simply being polite and agreeable, whereas kindness is demonstrating that you care about someone through your actions.
- The Five Values of Leading Others with Civility [13:07]
 - Value their work.
 - Respect the wisdom of the people closest to the work.
 - Value their roles.
 - Appreciate the importance of everyone’s unique contribution.
 - Value their time.
 - Consistently honor their most precious resource.
 - Value their skills.
 - Demonstrate that you trust them and their ability to get the job done.
 - Value their humanity.
 - Connect personally, recognize their effort, and show grace.
 - Bad behavior is an unskilled expression of an unmet need.
- Leading Yourself with Civility [19:28]
 - Be the buffalo, not the cow.
 - When a storm comes, the cow instinctively turns away from the storm, prolonging its time in the storm and its suffering.
 - The buffalo turns to the storm, so its time in the storm is shortened and it is made better by the experience.
 - Be aware of the words that weaken you.
 - Eliminate the thoughts that weaken you, such as, “I’m not good enough.”
 - You cannot give to others what you do not have.
 - Develop a self-civility statement, such as, “I belong in any room that I walk into.”

- Leading Self with Civility Through Our Actions [26:14]
 - What decisions are you going to make?
 - Maintaining healthy boundaries (saying “No”)
 - Removing yourself from toxic relationships (Some people in your life need to be loved from a distance.)
 - Reaching out to a therapist
 - Reducing (or eliminating) the time spent on social media
 - Making healthy food choices and exercising consistently
 - Forgiving others (and yourself, if necessary)
 - Asking for help
 - Refusing to justify unhealthy and/or addictive behavior because of all of the good things that you’re doing for others
 - Commitment is doing what you said you were going to do long after the mood you said it in has left you.
- Leaving a Legacy of Civility [29:00]
 - If your leaders did not have their authority over you, would you still choose to follow them anyway?
 - Your legacy is defined by how you treat others.
 - You get to leave a legacy every time you enter or leave a room.
 - Your choice to lead with civility could be the difference between healing and pain, hope and despair, peace and sadness, and potentially life and death.