

INCIVILITY: THE NEW NORMAL?

I don't believe in confrontation. That seems to me outside civil discourse and we all have to find a way to be civil to one another...Condoleezza Rice

WHAT TO KNOW!

- ❖ Incivility is a term used to describe behaviors that are lacking in respect and good manners, are rude, are threatening, and are destructive to the core of society's values
- ❖ Rudeness and disrespect for others becomes the norm with usually unacceptable language and actions becoming acceptable behaviors
- ❖ Underlying incivility is an inability to communicate between people due to intention, ignorance, threat, anger, fear, and loyalty to some group's beliefs
- ❖ Incivility is like a virus that can spread quickly and easily to others and make people less kind, less considerate, and less respectful
- ❖ It can end relationships and energize angry words and behaviors towards others
- ❖ It can polarize normally calm people into unthinking and blindly accepting the words and actions of a group leader
- ❖ 70% of Americans believe that incivility has reached crisis proportions according to a 2013 study, *Civility in America: A Nationwide Survey*; 34% blame Twitter with the average amount of Incivil behaviors occurring 2.4 times a day
- ❖ Being a victim or just seeing incivility can create a "cognitive fog" resulting in reduced attention, information processing, and problem-solving abilities
- ❖ Incivil behaviors include vulgar language, rude gestures, interrupting others, monopolizing conversations, minimizing and discounting what others say, intentionally opposing and arguing with others, and not paying attention to what is important to them
- ❖ Other incivil behaviors include:
 - ❖ conversational narcissism where people find a way to shift the conversation to focus on themselves
 - ❖ pseudolistening where people pretend to pay attention but are really thinking about something else
- ❖ Incivil behaviors can lead to increased stress and anger, increased health problems, decreased work productivity, aggressive behaviors including road rage, vandalism, and the end of friendships/relationships

WHAT TO DO!

- ❖ Avoid sources of incivil information such as the news and social media
- ❖ Improve your communication by listening to others and asking for their opinions
- ❖ Consider your communication; is a good group outcome better than your being right?
- ❖ Consider the source of your information; is it honest, reliable, and unbiased?
- ❖ Act with civility; manage yourself by watching what you say and how you come across
- ❖ Model positive, respectful, and appreciative behaviors even if you disagree
- ❖ If bullied or disrespected, reprogram yourself: think, act, and do something positive
- ❖ Do an anger/frustration self-check and relax to lower your stress level
- ❖ Seek professional help if because of incivil behaviors, you are too angry, frustrated, stressed, depressed, pessimistic, and unable to enjoy life

WE CAN HELP!

Call us at **954 755-2885** or email us at DrKimmel@KimmelPsychology.com

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