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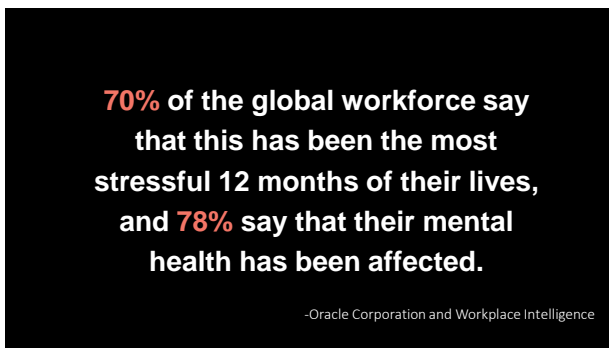
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## INCIVILITY IN ACTION

- ◆ Yelling or raising your voice
- ◆ Belittling a colleague, the work done by a colleague, or both
- ◆ Gaslighting someone after they have been targeted by a discriminatory comment
- ◆ Spreading rumors or gossiping about others
- ◆ Passive-aggressiveness
- ◆ Stealing (or "forgetting") to share credit for a job well done
- ◆ Casting blame on others for your own mistakes
- ◆ Criticizing people in front of others
- ◆ Interrupting others, being dismissive or condescending



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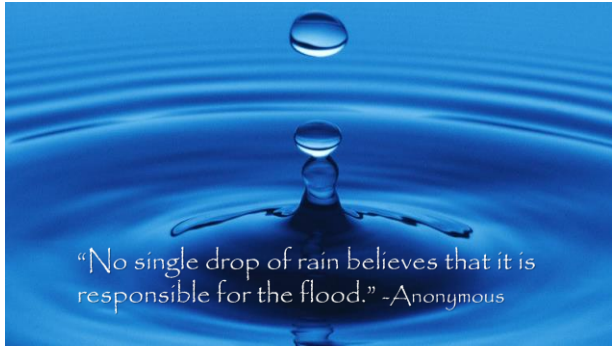
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### ACTIVELY PRACTICING SELF-KINDNESS

- ◆ Maintaining healthy boundaries (saying "No")
- ◆ Removing yourself from toxic relationships
- ◆ Prioritizing rest and *fully* unplugging while on vacation
- ◆ Reducing (or eliminating) the time spent watching cable news or spent on social media
- ◆ Making healthy food choices and/or exercising
- ◆ Forgiving others (and yourself, if necessary)
- ◆ Asking for help and/or reaching out to a therapist
- ◆ Refusing to numb yourself and/or justify unhealthy behavior because of all of the good things that you're doing for others

#### TOUGH LOVE SELF-CARE



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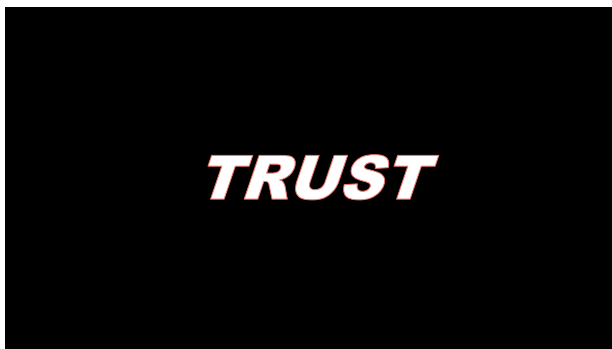
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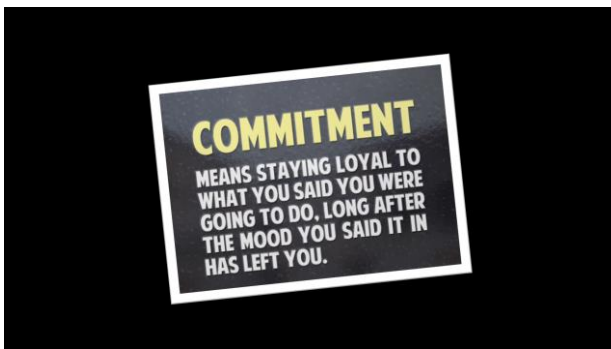
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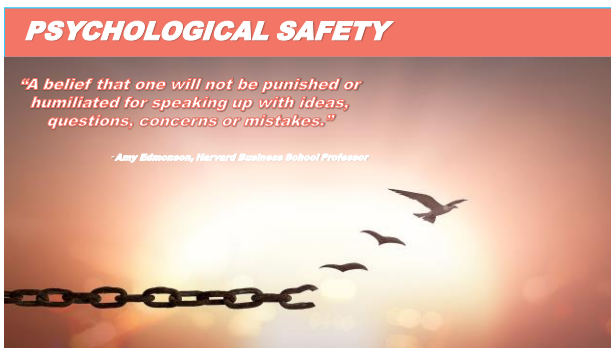
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1. Is it kind?

2. Is it true?

3. Is it necessary?

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**THE BUFFALO VS. THE COW**

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**THE NECESSITY OF GOING TOGETHER**

Source: Rob Cross, Karen Dillon and Danna Greenberg  
HARVARD BUSINESS REVIEW

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## ***THE DUNNING-KRUGER EFFECT***

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***75% of Americans believe that incivility has reached crisis levels in the United States***

***BUT...***



***94% of Americans believe that they are always or usually polite and respectful to others***

-Weber Shandwick, Powell Tate & KRC Research

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1. Is it kind?

***"Yeah but...how can I stay focused on these three questions when work and life becomes really hard?"***

3. Is it necessary?

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# JUST TODAY

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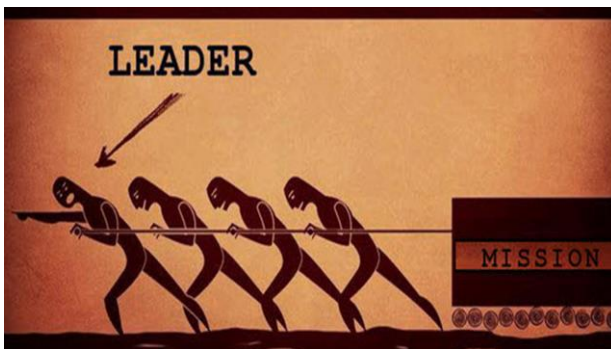
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***KEEP IN TOUCH!***

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***MAKING WORK WORK***



***GO TOGETHER***



**SHOLA**  
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