

RULES OF CIVILITY

or

The work we need to do to open and prepare ourselves for God's peace-making.

1. Speak for yourself. Do not try to represent others.
NOT *Many people think....*
2. Speak directly to the person involved (with a third party if necessary).
3. Speak about yourself, using “**I**” statements. *I am upset about...; I get frustrated when...; NOT You are lazy...* (which is blaming/attacking).
4. Be specific, don't generalize. Talk in terms of **who, what, where, when, NOT** *You never keep your promises or You are lazy.*
5. Focus on desired changes in behavior, policy, practice:
I would prefer this alternative...
6. The most effective “**I**” messages state:
 - a) Feelings of speaker
 - b) Objectionable behavior
 - c) Consequences of objectionable behavior on speaker, e.g. I get irritated (feeling) when you arrived late (objectionable behavior) because it upsets my schedule. (consequences of behavior)