

# REQUIRE CIVILITY TO LEAD

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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.

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## **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.

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- 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.

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## **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.