

The word "CIVILITY" is written in a colorful, stylized font where each letter is a different color (C: orange, I: blue, V: pink, I: green, L: blue, T: pink, Y: green). The letters are slightly shadowed. To the right of "CIVILITY" is a blue colon followed by the text "Heart of Community" in a blue, italicized sans-serif font.

CIVILITY: *Heart of Community*

Francine Ramaglia

Assistant City Manager
Delray Beach, Florida



95%

Believe **incivility** a **problem**

Civility in America 2013

68%

Political incivility **deters qualified people** from working in public service

Civility in America 2013

40%

Workers **leaving jobs** as a
result of being **treated rudely**

Boston Globe

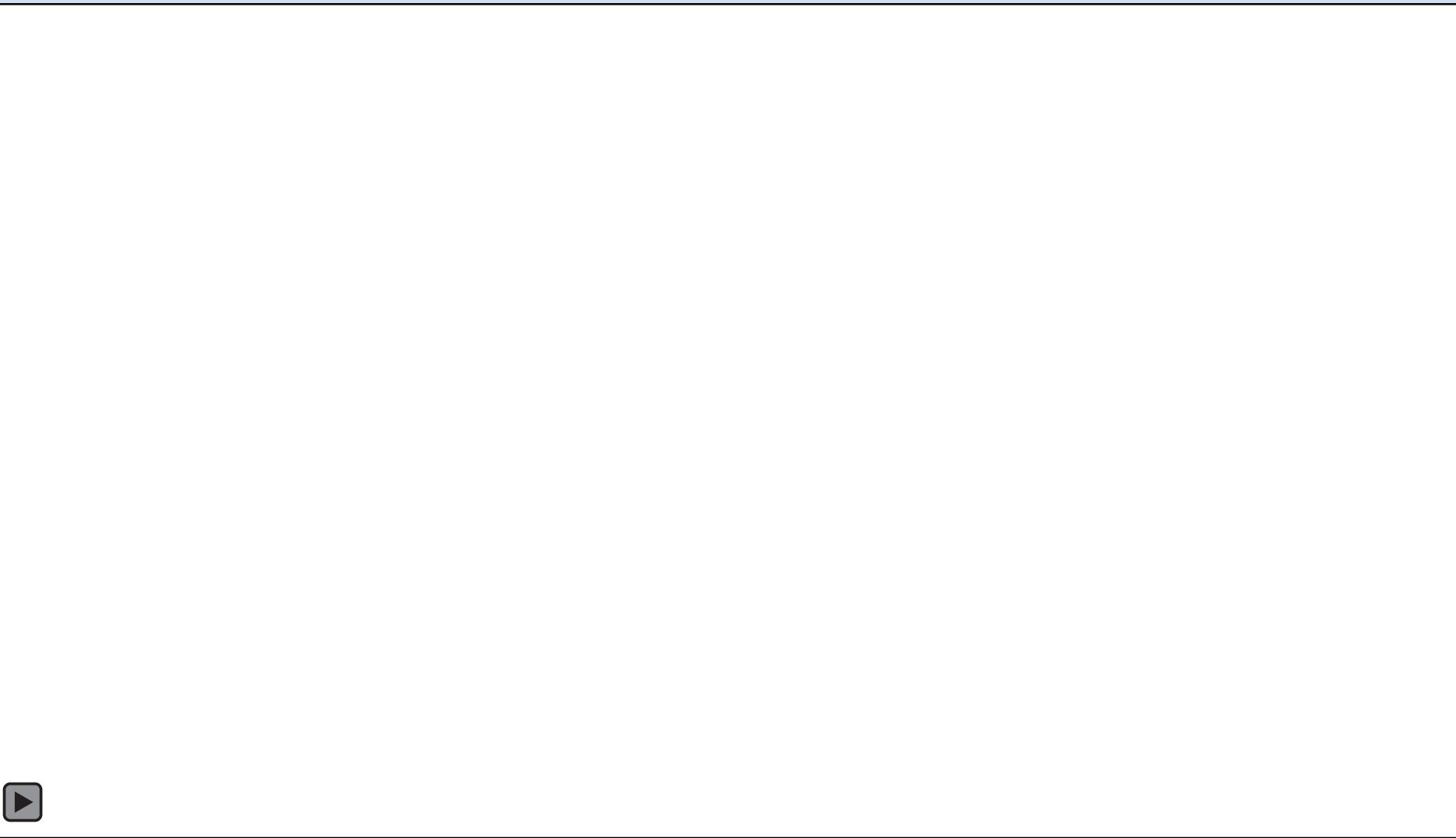
So Imagine This...



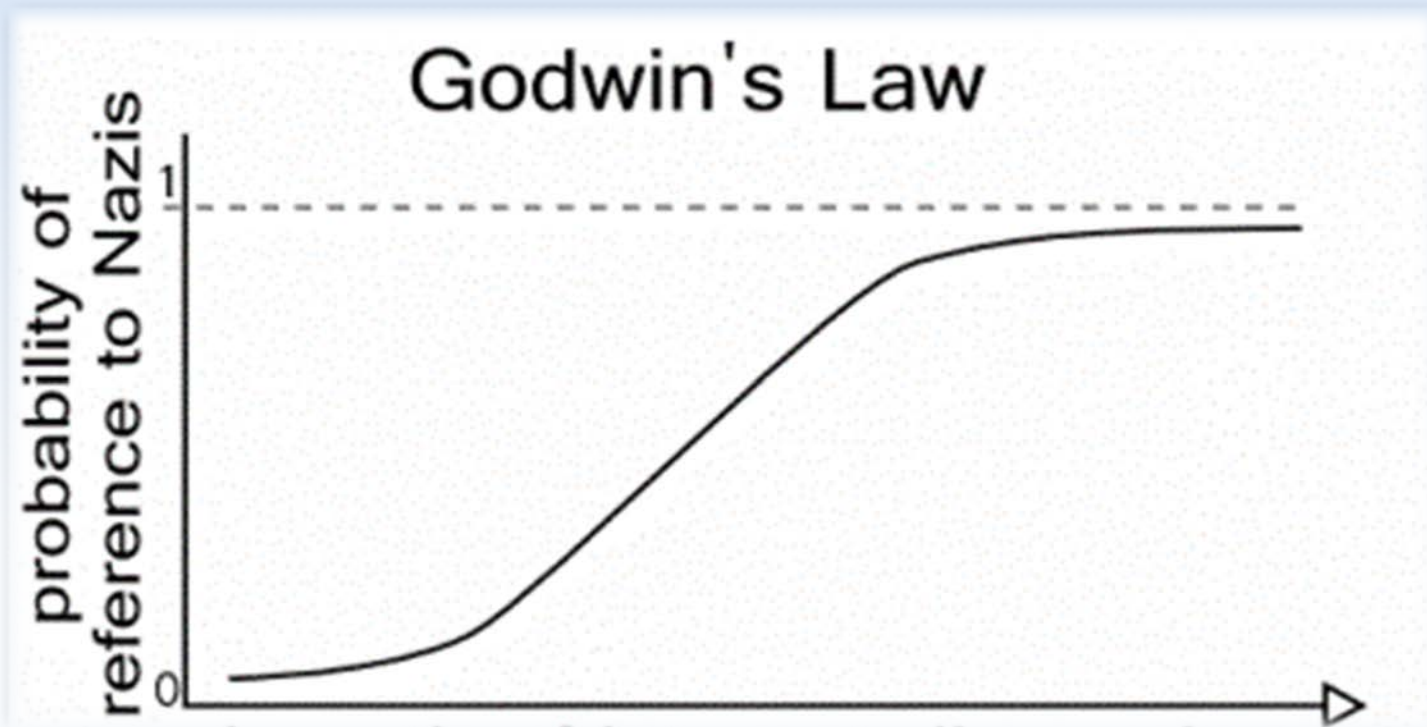
Dr. Marcia Radosevich, a member of Wellington's Planning, Zoning and Adjustment Board, gave a "Heil Hitler" salute to a village employee during the board's monthly meeting, March 5.

The gesture came during a discussion about establishing a designated person among village staff to handle "development review" matters.

PalmBeachPost.com



First to Say it, Ends it...



3,000+

The Village Truth

The Village Truth



Horse Show Diva...

Horse Show Diva
it will suck u in

ADL
Anti-Defamation League®



UPI

Wellington Chamber Political Action Committee, Inc.
Political Organization

FLORIDADUH

The Bizarre World of Florida

The Washington Times



YouTube



Pinterest



CIVILITY

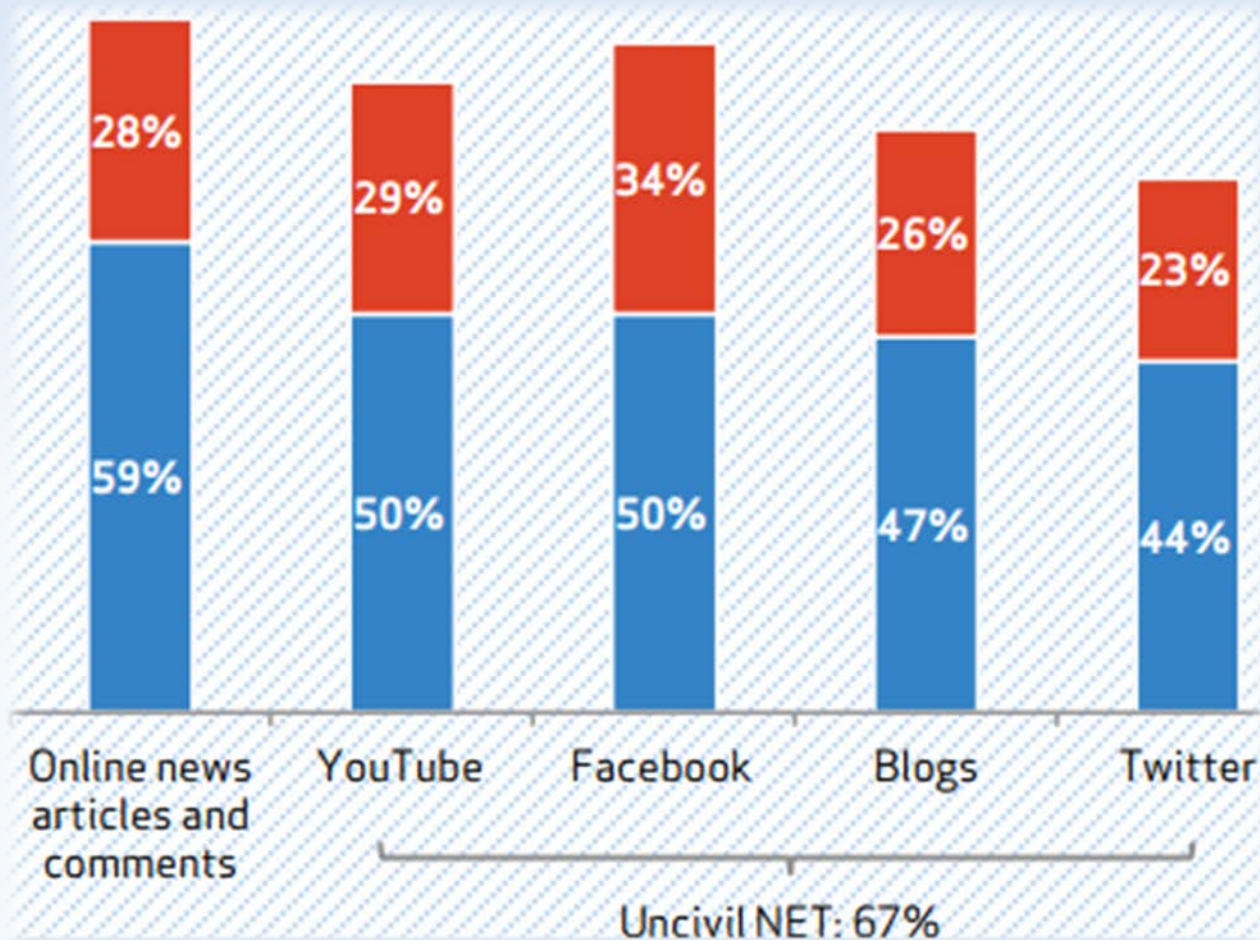
ICMA

The internet and social media are ***central to the human experience***, a place you cannot escape if you want to work, date, socialize, run for office, mount an advocacy campaign or open a checking account.

New York Times, August 14, 2014



Social Media as a Weapon



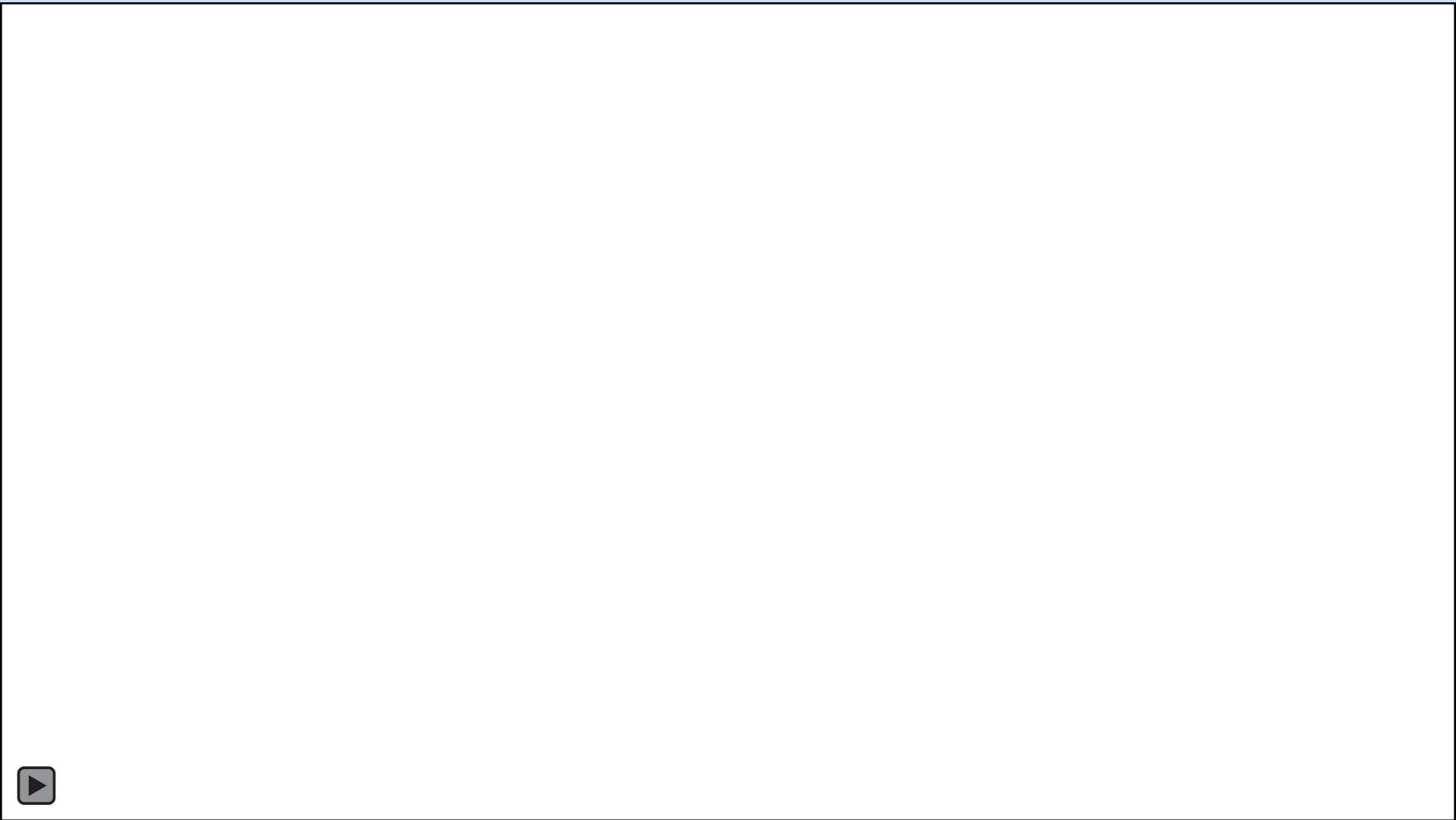
Social Media as a Weapon



71%

Believe internet/social media
playground for bullies

Civility in America 2013



Am Not! Are Too!

The Village Truth
Community Organization

Timeline About Photos Likes

February 21, 2014
by Editor
in News
Comments (17)

Council Therapy to Continue?

Robert Fulghum's

ALL I REALLY
NEED TO KNOW
I LEARNED IN
KINDERGARTEN

Coates and Gerwig to Village taxpayers: Keep paying for our Counseling If you believe taxpayers should pay for their elected officials to learn to get along then it appears you have found your candidates. Palm Beach Post reports today that Wellington Village Council members Howard Coates and Anna Gerwig want taxpayers to continue paying [...]

Can't We All Just Get Along?



Incivility Happens...

Why it Happens...

Egotism/sense of entitlement/greed

Lack of self esteem/feeling secure

Mean spiritedness, anger, fear, mental health issues

Isolation/loneliness

Lack of restraint—no filter

Lack of social, economic equity, fairness

What it Makes Happen...

Delayed decisions/incorrect decisions/instability

Inefficient use of resources/increased workloads

Longer hours/greater absenteeism

Drives away good staff/good future leaders

Deteriorating relationships

Disheartened residents

Lack of trust

Living in the Fishbowl...



Everyone watching what we do

Makes us easy **targets**

Gives us ability to **model**

We can expect
others to behave
as **we do**



...focus on **FACILITATORS**

to ask

to do

it matters

...focus on
ENABLERS

...focus on **OUR ROLE**

Engagement Builds Civility...

Collaborations people work together effectively and achieve objectives more efficiently

Ideas without fear of being dismissed or ridiculed, people will support new ideas for improving the situation

Satisfaction when the public works together with the elected leaders and staff, they enrich the users' experiences

Bottom line **Success depends on it!**

Altruism turns people on more than money.

*Naked Conversations bloggers,
Robert Schobel & Shel Israel*

What's Trust Got to Do with It?

Social

32%

People

33%

Family

69%

Millenials have the **least social trust**—only **19%**--
and are also **less attached** to political institutions

Plexus Institute, May 2014

Future is bright...

50%

Millenials optimistic:
America's **best** years **ahead**

Pew 2014

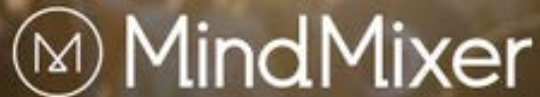
9%

Attend meetings in-person

66%

Confident in local community leadership

Gallup



A MindMixer Resource | Quiz

Quiz: How different are you and the people you're connecting with?

Think about your community members and stakeholders. Think about their hopes and dreams. Now think about yours. How different are you, really?

Put your perceptions of the people you're connecting with to the test in this interactive quiz, "Who Said It?"

[Take the Quiz](#)

Thoughts on...

Boards & Committees, Focus Groups & Volunteers

Generally:

- Involve early and often
- Actively recruit
- Expect more
- Set ground rules
- Create smaller groups and work together as peers
- Clear two way communication

Policy, Practices and Procedures:

- Methods of appointing/removing/replacing
- Orientation materials/continued training
- Policy on conduct/oath or pledge
- Enforcement of meeting procedures/rules
- Facilitation/teambuilding

The remarkable thing about the internet is that it is the ultimate laboratory for problem solving and engenuity.

Weber Shandwick



Peak Democracy

OPEN TOWN HALL

Building Public Trust in Government

 **Nextdoor**





flickr



Google



facebook





Tech for Engagement

[BROWSE PROJECTS](#)



CODE FOR AMERICA, NYU AND TED

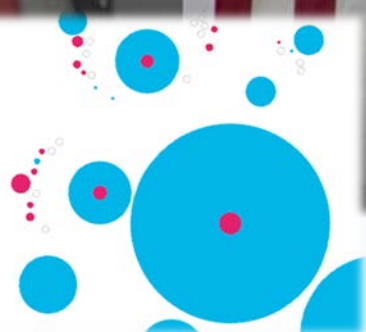
New support for civic technology

[View this project >](#)



**Knight
Foundation:
Trends in
Civic Tech**

< 4 of 4 >



[Tweet](#) 31 [Share](#) 4 [Like](#) 21

Digital Citizenship

Exploring the Field of Tech for Engagement

[Why Tech for Engagement? >](#)

[Tech for Engagement Report >](#)

Please Don't Feed the Trolls...



Give up Getting the Last Word...

ARE YOU COMING TO BED?

) I CAN'T. THIS IS IMPORTANT.

WHAT?

| SOMEONE IS WRONG ON THE INTERNET.

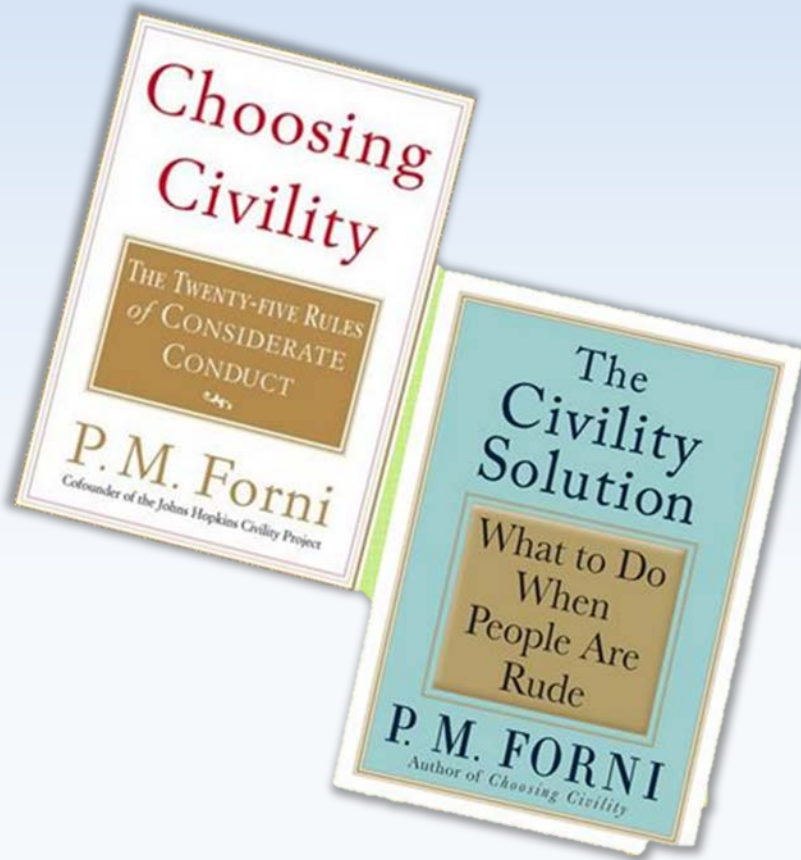


Thoughts on...

Social Media/Internet

- Policy, internal and external
- Pick your platforms wisely
- Go high tech & high touch
- Model/participate in the conversation--real time/all the time—2 way
- Listen with keen interest as well as intelligence
- Consistent messaging and consistent treatment
- Create and co-create content—collaborate and champion open systems
- Embrace and navigate the complexity

Nothing Succeeds like Success...



krieger.jhu.edu/civility/
www.oshkoshcivilityproject.org/
www.doorcountycivilityproject.org/
www.consensuskc.org/civilityproject/
www.uakron.edu/bliss/.../ohio-civility-project.dot
www.beverlyhills.org/CivilCity
www.choosecivility.org/
www.instituteforcivility.org
www.iap2.org/
www.ncdd.org/
www.deliberative-democracy.net/
www.artofhosting.org/home/



Three things in human life are **important**:

The first is to be **kind**.

The second is to be **kind**.

The third is to be **kind**.

- Henry James

It's not **what** you say.

It's **how** you say it.

www.dsaspeakyourpeace.org/



KEEP
CALM
AND
ENGAGE
ON

Questions/Comments?

Francine Ramaglia

Additional Information

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Thank You!!





ICMA
100th

ANNUAL CONFERENCE

Charlotte
Mecklenburg County

SEPTEMBER • 14-17 • 2014

