**Civility Goes Viral: A New Approach for a New Era**

<http://www.webjunction.org/events/webjunction/civility-goes-viral.html>

**Event Description:** To "choose civility" means to celebrate diversity and choose respect, compassion, empathy, and inclusiveness when interacting with others. Civility is the healing power we need to counteract the divisive, fragmented forces that seem to be undermining our social fabric. Since 2006, Howard County Library System (MD) has been leading the way toward community connectedness with their [Choose Civility](http://choosecivility.org/) initiative. They, along with library systems across the country, invite you to join the movement to nurture civility in your own community. Learn how kindness creates communities, how to challenge stereotypes effectively, and cultivate random acts of civility. Find opportunities to implement Choose Civility to enhance internal and external customer service, develop partnerships and community support, and create a more connected community of people who will #choose2Bkind. Let’s see civility go viral in 2017.

Presented by: **Valerie Gross**, President & CEO and **Christie Lassen**, Director of Public Relations, Howard County Library System (MD); and **Sonya Durney**, Business and Government Team Leader, Portland (ME) Public Library

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| **What are your goals for viewing this webinar?** |
| **Personal Goals** |   |
| **Team Goals** |   |

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| **Principles of Civility** |
| How do you define civility? Howard County promotes “15 Principles of Civility” that resonate with their community. These principles are a great place to start in creating a list for your community. Which of these 15 principles resonate with you personally (place an “x” next to those)? Next, circle three principles that you think would resonate most with your community.* Pay attention
* Listen
* Speak kindly
* Assume the best
* Respect others’ opinions
* Respect other people’s time and space
* Be inclusive
* Acknowledge others
* Accept and give praise
* Apologize earnestly
* Assert yourself
* Take responsibility
* Accept and give constructive criticism
* Refrain from idle complaints
* Be a considerate guest
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| **Current Library Classes / Events** |
| What classes or events is your library teaching or offering now that you could leverage to promote civility more deliberately? (e.g., children’s class focusing on kindness, book discussion groups, author events)?  |
| **Potential Library Classes / Events** |
| Is your community dealing with any challenges or issues now? What kinds of classes/events/activities would be most appropriate (e.g., panel discussions, seminars, workshops, dialogue circles) to address them?   |
| **Choose Civility Partners** |
| Identify three to five organizations to approach to become Choose Civility partners (e.g., schools, Chamber of Commerce, League of Women Voters, faith-based community, newspapers). 1.
2.

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| **Action Plan:** (include some simple next steps, along with who, when, etc.) |
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