



LEAGUE OF WOMEN VOTERS OF CALIFORNIA®

Given at the LWVC Convention in San Diego, CA • May 16, 2015

Presenters: Collaborative Team of LWV Members from San Diego, North County San Diego,
San Luis Obispo County and LWV State of Washington

Democracy in Dialogue Workshop

Segment 1: A New Take on Pros and Cons

Presented by:

Members of San Diego LWV

<http://www.lwvsandiego.org/>

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Takeaways To Use Now!

- Think about potential organizations/businesses for collaboration
- Network, network, network
- Introduce a new demographic to League's non-partisanship in a party-like setting



Democracy in Dialogue Workshop

Segment 2: Creating Common Ground for Civility in San Luis Obispo

Presented by:

Members of San Luis Obispo County LWV

www.slo.ca.lwvnet.org/

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Takeaways To Use Now!

- Make promoting civil discourse in your community a priority for your League
- Involve/engage your elected officials and media in promoting civil discourse
- Set up a corps of ambassadors, speakers, observers for a community presence
- Distribute materials to raise awareness: brochures, stickers, buttons, etc.



Democracy in Dialogue Workshop

Segment 3: Creating Democracy Hubs with Academic Institutions

Presented by:

Members of North County San Diego LWV

<http://lwnvncsd.org/>

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Takeaways To Use Now!

- Step away from the podium and join the conversation!
- Reach out to your academic institutions as a win/win – an accreditation component for them and reaching a younger demographic for LWV
- Network within/outside League to secure facilitator training
- Set your vision and plan for success.
Fortune favors the prepared mind!
Louis Pasteur



Democracy in Dialogue Workshop

Segment 4: Training Washington State Communities for Civility

Presented by:

Members of Washington State LWV

<http://www.lwwwa.org/>

Mary Dumas, Mediator/Educational Consultant to LWV WA

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Takeaways To Use Now!

- We need to be as bold as our founding members were in 1920!
- Skills-building workshops strengthen League volunteers' conflict awareness skills and increase the number of moderators, facilitators and members in the process
- Community-based trainings strengthen League networks and local civic infrastructure for conflict de-escalation and inclusive engagement across WA state





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Applying Democracy in Dialogue

☒ **Take stock of your community and your League:**

- What are the issues in your community?
 - Is a community survey needed to define them?
 - What's the voter turnout rate in your community?
- Is your League currently engaging with a diversity of voices in your community on any of these issues?
- What actual or perceived obstacles prevent you from doing so?
 - What is your plan for overcoming these obstacles?
- Do you have a nucleus of members willing to take on projects of civic engagement?
- Do you need training to accomplish this?

☒ **Do your homework.** Familiarize yourself with the broad scope of civil discourse, community engagement, and deliberative dialogue resources that currently exist. As you become familiar with the wide range of engagement methods available, what approach seems to be the best fit for your situation?

- Are you looking to provide a “one and done” informative presentation?
- Are you looking to provide a series of forums that are incremental, resulting in informed dialogue and deliberation?
- Are you looking to incorporate information, dialogue and deliberation into an initiative building exercise that produces findings for later community use?

☒ **Look for and reach out to potential collaborative partners:**

- Who are the “voices of political analysis” in your community (who gets interviewed during election time by local newspapers or TV)? Seek them out. Make them aware of LWV resources. Look for ways to collaborate – invite them to be headliners at a League forum to draw an audience.
- Mindfully seek out a variety of diverse community groups as potential partners. Ask “How can the work we are doing align with and support the work you are doing? We are natural collaborators.”
- Encourage your League’s group participation in non-League-focused community events, such as holiday food drives, Earth Fairs, etc. to expand League’s community presence.
- Explore relationships with your local academic institutions. Western Assn. of Schools & Colleges (WASC) accreditation has a community engagement component. Look for ways that students can support League’s work as part of their service



learning. Example: Engage student interns at election time for research and online social media posting or observers at government meetings.

- Partner with your local libraries. They are eager participants with a focused mission in community engagement and have low-cost or no-charge facilities for public meetings.
- Partner with businesses willing to co-host gatherings or provide food/drink to reach a diversity of individuals in your communities in unexpected ways.

☑ **Reach out to your elected officials:**

- Encourage the support of your community/county elected officials through capacity-building to understand the power of true community engagement.
- Collaboratively partner to seek ways to fund community engagement activities. Will they champion grant applications, for instance?

☑ **Develop a media presence in your community:**

- Create an action team focused on developing a positive relationship with your community/county media. Write letters to the editor or articles of community interest. Incorporate the work of student interns to expand your media presence.

☑ **Move toward meaningful change:**

- Be prepared to help citizens understand and exercise their civic power through engagement efforts like Participatory Budgeting and calls for government transparency, accountability, responsiveness and inclusiveness.
- As League, consider the *Deliberative Issue Frame* (501c3) versus *Persuasive Issue Frame* (501c4). As citizens engage on issues, will your League take action?

Excerpt from **Master of the Senate: The Years of Lyndon Johnson** by Robert A. Caro, (p. 953), “To keep the two sides negotiating – to keep the 1957 civil rights bill from degenerating into the open hostility and bitterness on the Senate floor in which so many previous civil rights bills had died – **he had to persuade them to conduct the debate in an atmosphere of outward friendliness and respect, or at least civility,** so for some days after Part III had been disposed of, the opening scene of the Senate each noon hour featured the Majority Leader as Emily Post. In statements written by Reedy and delivered during his opening remarks each day, **Johnson encouraged the Senate to mind its manners, saying on one day that the Senate was on trial, that the world was watching it, and that he was confident that the Senate would do itself proud, that his colleagues would “continue debate as reasonable men.”** On another day, he said he was happy to see his confidence justified. **“Never before have I seen in the Senate a debate which has contributed so much to understanding. In that sense, I think the debate has been one of the finest that the Senate has ever had.”** Day after day, he repeated his plea that they **be fair and open-minded, open to reason and compromise, and praised them for being so reasonable and open-minded thus far** – which of course made it harder for them to act otherwise, and kept them, as much as possible, on their best behavior.”

Collaboratively authored by: Amanda Berg, Jeanne Brown, Martha Cox, Mary Dumas, Marilee Hyman, Sharon Kimball, Ann Murphy, Emily Penfield, Nancy Phung, Kimber Quinney, Jane Susskind, Mary Thompson for the Democracy in Dialogue Workshop.

Please take our Evaluation Survey: <https://www.surveymonkey.com/s/FJD7ZPQ>
What do you need to get started?



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Resource Guide • Democracy in Dialogue

Relevant Books

- ◆ ***Big Sort, The*** - Bill Bishop
- ◆ ***Bowling Alone*** - Robert D. Putnam
- ◆ ***Breaking Roberts Rule: The new way to run your meeting, build consensus and get results*** – Larry Susskind, Jeffrey Cruikshank
- ◆ ***Collaboration Soup*** – Delia Horwitz and Paula Vigneault¹
- ◆ ***Crucial Conversations: Tools for Talking When Stakes are High*** – Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- ◆ ***Deliberative Democracy Handbook, The: Strategies for Effective Civic Engagement in the 21st Century*** – Editors John Gastil and Peter Levin
- ◆ ***Ecology of Democracy, The*** – David Mathews
- ◆ ***Facilitators' Guide to Participatory Decision-Making*** – Sam Kaner
- ◆ ***Make Peace with Anyone: Breakthrough Strategies to Quickly End Any Conflict, Feud, or Estrangement*** – David J. Lieberman, PhD.
- ◆ ***Managing Public Disputes: A practical guide for government, business and citizen groups*** – Susan Carpenter, WJD Kennedy
- ◆ ***Next Form of Democracy, The*** – Matt Leighninger
- ◆ ***Public Participation Handbook, The: Making Better Decisions Through Citizen Involvement*** – James L. Creighton
- ◆ ***Reclaiming Civility in the Public Square • 10 Rules That Work*** - Cassandra Dahnke and Tomas Spath with Donna Bowling
- ◆ ***Righteous Mind, The*** – Jonathan Haidt
- ◆ ***Rude Democracy*** - Susan Herbst
- ◆ ***Second Civil War, The: How Extreme Partisanship Has Paralyzed Washington and Polarized America*** – Ronald Brownstein
- ◆ ***Thank You for Arguing*** - Jay Heinrichs
- ◆ ***Third Side, The: Why we fight and how we can stop*** – William Ury
- ◆ ***Thrive: Finding Happiness the Blue Zones Way (National Geographic)*** – Dan Buettner
- ◆ ***Toward A Civil Discourse: Rhetoric and Fundamentalism*** – Sharon Crowley
- ◆ ***True Enough*** - Farhad Manjoo
- ◆ ***un•Spun*** - Brooks Jackson and Kathleen Hall Jamieson (founders of FactCheck.org)
- ◆ ***World Café, The: Shaping Our Futures Through Conversations That Matter*** – Juanita Brown with David Isaacs and the World Café Community

Relevant Websites

Center for Information and Research on Civic Learning And Engagement (CIRCLE):

<http://www.civicyouth.org/>

Center for Public Deliberation: <http://www.cpd.colostate.edu/what.html#1>

Citizens University (Eric Liu's TED talk on Citizen Power):

<http://www.citizenuniversity.us/programs>

Davenport Institute for Public Engagement and Civic Leadership (at Pepperdine University):

<http://publicpolicy.pepperdine.edu/davenport-institute/>

Deliberative Democracy Consortium: <http://www.deliberative-democracy.net/index.php>

George Washington's Rules of Civility & Decent Behavior In Company and Conversation •

wwwFOUNDATIONSmag.com/civility.html

Institute for Civic Discourse and Democracy, Kansas State University:

<http://icdd.k-state.edu/who-we-are>

Institute for Civility in Government: <http://www.instituteforcivility.org/>

Institute for Multi-Track Diplomacy international peace-building via inclusive civic and gov-to-gov diplomacy and engagement: <http://www.imtd.org>

International Association for Public Participation: <http://iap2usa.org/>

The Kettering Foundation: <http://kettering.org>

National Coalition for Dialogue & Deliberation: <http://ncdd.org>

National Institute for Civil Discourse: <http://nicd.arizona.edu/>

National Issues Forums: <http://www.nifi.org>

Project Civil Discourse • Arizona Humanities Council, Mar. 8, 2011, www.projectcivildiscourse.org

Teaching Tolerance Organization: www.tolerance.org

Workshop Resources

(Go to www.lwvncsd.org/ - click on **Convention Workshop Materials** link)

Civic Role

Beyond Business as Usual: Leaders of California's Civic Organizations Seek New Ways to Engage the Public in Local Governance • A report from Public Agenda by John Immerwahr, Carolin Hagelskamp, Christopher DiStasi and Jeremy Hess, 2013.

Citizens Building Communities: The ABCs of Public Dialogue • Matt Leighninger, Author, Shirley Tabata Ponomareff, Editor, Pub #2070, LWV Education Fund, 2005.

Citizens Engagement in Policymaking and the Design of Public Services • Research Paper No. 1 2011-12, Parliament of Australia*

Civil Discourse in the Classroom • Kate Shuster, Number 37, Spring 2010, Teaching Tolerance Organization.

Civility in America 2010-2014 • An Annual Report by Weber Shandwick and Powell Tate, in partnership with KRC Research.

Civility Guidelines • Attorney Civility Task Force, State Bar of California, July 20, 2007

Civil Political Discourse In A Democracy: The Contribution of Psychology • David W. Johnson and Roger T. Johnson, ***Peace & Conflict Journal of Peace Psychology***, 6(4), 291-317.

Civility Toolbox • The State Bar of California, San Francisco, CA, July 17, 2009

Democracy's Challenge: Reclaiming the public's role • Tony Wharton, National Issues Forums Institute, ISBN: 0-945639-35-X, 2006. To order: <https://www.nifi.org/en/issue-guide/democracys-challenge>

Developing Democracy's Hubs: Building Local Capacity for Deliberative Practice through Passionate Impartiality • Martin Carcasson, ***Connections*** – The Kettering Foundation's Annual Newsletter, pages 9-11, 2010.

Doing Democracy: How a Network of Grassroots Organizations Is Strengthening Community, Building Capacity, and Shaping a New Kind of Civic Education • Scott London, A Report for The Kettering Foundation, ISBN: 978-0-923993-32-0, 2010.

Extraordinary Results in Ordinary Communities: Transforming Towns and Growing People • Vaughn L. Grisham, A Study for the Kettering Foundation, ISBN: 978-0-923993-34-4, 2010.

Four-Legged Stool, The • John L. McKnight, A Study for the Kettering Foundation, ISBN: 978-0-923993-50-4, 2013.

Golden Governance: Building Effective Public Engagement in California • Collaborative Report by partnership of Davenport Institute of Pepperdine U, California Forward, Center for Individual and Institutional Renewal and national Conference on Citizenship, October 2011.

I offer a pledge of civility: We need respectful public discourse • by Michael Byrd, New Times Commentary, Volume 28, Issue 27, <http://www.newtimeslo.com/commentary/10535/i-offer-a-pledge-of-civility/>

New Land, A: What Kind of Government Should We Have? • National Issues Forum Institute, Historic Decisions Series, ISBN: 978-0-945639-80-0, January 25, 2015. To order: <https://www.nifi.org/en/catalog/product/new-land-issue-guide-downloadable-pdf>

Legal Leadership 101 – Lincoln Leadership Principles: A Primer • www.psycholawlogy.com/2012/07/29/legal-101-lincoln-leadership-principles-a-primer/

Planning for Stronger Local Democracy: A Field Guide for Local Officials • Matt Leighninger and Bonnie C. Mann, National League of Cities Center for Research & Innovation, undated.

Principles of Civility for Advocates • booklet published after 2000 Symposium, followed by the establishment of **The Institute for Civility & Professionalism** in 2008, Ontario, Canada*

Resource Guide for Public Engagement • National Coalition for Dialogue & Deliberation, 2010.

Revitalizing K-12 Civic Learning in California: A Blueprint for Action • A Report by the California Task Force on K-12 Civic Learning, August 2014.

Framing

A Guidebook for Issue Framing • Julie Pratt, Kettering Foundation, rev. April 2009.

Beyond Debate: Impacts of Deliberative Issue Framing on Group Dialogue and Problem Solving – A Research Brief from Public Agenda • Alison Kadlec and Will Friedman, Public Agenda, Occasional Paper, No. 4, 2009.

Creating an Issue Guide graphic • Kettering Foundation, 2014-15.

Developing Materials for Public Deliberation: Draft for Discussion • Brad Rourke, The Kettering Foundation

Naming and Framing Local Issues for Public Deliberation • National Issues Forums, 2010.

Tackling Wicked Problems Through Deliberative Engagement • Martin Carcasson, Colorado State University Center for Public Deliberation, from unnamed publication, October 2013.

Writing for the Public • Julie Pratt, Kettering Foundation, undated.

Facilitating

Facilitator Training Workbook • Kettering Foundation's Centers for Public Training – 2014-15 Cohort, authored by Lori Britt, Director, Institute for Constructive Advocacy and Dialogue and 4C: Campus Community Civic Collaborative, James Madison University, Harrisonburg, VA 22807.

Paul Ekman, researcher on micro-expressions and emotional intelligence, at:
<http://www.paulekman.com/micro-expressions/> **Note:** His book with H.H. Dalai Lama is outstanding, if you are interested in developmental psychology.

We Have to Choose: Democracy and Deliberative Politics • A Kettering Foundation Report, March 2008.

* These titles reflect the global interest in Civil Discourse and Civic Engagement. There are many more International References – including England, Ireland, and Scotland.

- 1 From Sharon Kimball, San Luis Obispo: I invited the authors, who are residents of San Luis Obispo County, to help me Direct training “Workshop on Collaboration” Techniques followed by Hot Topic discussions. We opened the workshop to the community. We had a great turnout. The room was set up with round tables. There was a “Hot Topic” on each table. Attendees could choose the table where they wanted to have a “crucial conversation” and “collaborate.” Before the “Collaboration Workshop” began, the authors established some rules – the most important one being the “Circle of Silence.” Typical Hot Topics included: Climate Change, Mental Health, Campaign Finances, and so on. It was a great success. Attendees used what they learned in upcoming potentially divisive meetings and told us how they actually worked!

CIVILITY IN OUR DEMOCRACY



“Being civil does not mean being silent.

It does not mean avoiding contentious public issues.

On the contrary, healthy disagreement is central to a robust, flourishing democracy.

Civil dialogue strengthens policy.

Only by considering all sides is it possible for us to make progress while keeping everyone’s dignity and rights intact.”

*Civility in Our Democracy Program 2012 working definition by Kim Abel and Linnea Hirst,
Co-presidents, League of Women Voters of Washington*

Civility in our democracy is not about squelching assertiveness, protest, civil disobedience or rigorous discussion of the issues. **Civil discourse and deliberation is a set of attitudes, behaviors, and skills that support thoughtful, fact and values-based discussions when community members and public officials do come to the table to talk.**

Civil discussions occur when we are able to regulate the cognitive and emotional information necessary to bring our best selves to the task of talking about challenging issues. This can be tricky when the conversation includes people who we think may have differing values or perspectives. This is true in personal conversations, as well as the public arena.

Break downs happen. We can quickly become swamped by too much information, conflicting expertise, not to mention the distraction our own mood, prior experiences, and behavior can add to the situation.

With some prior planning we can be less re-active and more pro-active when encountering differing points of view. Conflict assessment tools help prepare for conversations like these by:

- i) increasing awareness of the many *possible* perspectives, and
- ii) generating ideas for starting the conversation with a positive approach.

Assessments like these are also used to identify alternatives for continuing the discussion should you hit a rough patch or two as the conversation gets underway.

The *Civility in Our Democracy* curriculum was developed by Mary Dumas, Dumas & Associates, Inc with generous support from network participants and field site co-sponsors*.

Civility in Our Democracy network participants & field site co-sponsors*
Bellingham-Whatcom League of Women Voters 2010*, 2011, 2013, 2015*
Dumas & Associates, Inc. 2010* - 2015*
Whatcom Dispute Resolution Center 2010*, 2013, 2015*
League of Women Voters of Washington 2011*, 2012*, 2015
Spokane League of Women Voters 2012*
Skagit County Community Action Agency 2013*
National Dialogue Network & John Spady 2013*
Leadership Whatcom 2015*
Bellingham-Whatcom County Chamber of Commerce & Industry 2015*

CIVILITY IN OUR DEMOCRACY

Civility in Our Democracy is a conflict de-escalation and civil discourse training for volunteer nonpartisan forum moderators and community partners developed for the League of Women Voters of Washington (LWVWA, 501c3).

Civility in Our Democracy workshops provide skills-building experiences to increase your confidence and competence when responding to conflict situations. Practice conflict awareness and de-escalation skills to address tensions that can arise in interpersonal conversations, small group discussions, and public forums. Professional mediators and educators provide instruction and facilitate practice in a supportive, confidential learning environment with other conflict courageous individuals.

This 16 hour program can be delivered in a combination of full day, half day and 2 hour skills-building workshops, which cover the following competencies and learning activities:

| | |
|---|--|
| Prepare for and respond to stress and conflict | Conflict awareness tools to work with physiological impacts, habitual reactions and stress patterns. Review the cycle of reaction and practice stress reduction tips for working with your physiology. Build mindfulness of the steps you need to take to reduce reactivity and "get to the balcony" for a better perspective of the conflict. |
| Learn to listen fully | Conflict de-escalation skills for improved listening. Practice the art of purposeful questions to explore the context of conflict. Lean into tension as it arises in order to improve a difficult conversation (or shift one that is stuck). |
| Explore biases and opportunities for inclusion | Inclusive engagement framework for active participation. Become aware of biases that demean meaningful engagement. Learn how to actively address dominate and submissive patterns and systems. First in yourself, then consider how possible action may impacts others who are not at the table. |
| Practice speaking up when it matters most | There are moments of justice or duty when you must step up and speak. Learn strategies for shifting awareness. Practice forming assertive statements for times you must take a stand or share an unpopular view. |
| Find common ground in times of difference | Some conflicts are more than a misunderstanding: Practice bridging differences that arise on the spot, even with the best laid plans. Learn how to invent options for mutual gains or identify pathways to advance shared concerns. |
| Respond with poise in moments of crisis | Working with crisis and surprise: Practice putting your skills to the test. Learn adaptive leadership and inclusive engagement strategies that respect and build on differences that might arise in honest or rigorous conversations. |

We hope League of Women Voters' members and their community partners find the *Civility in Our Democracy* experiences helpful in their everyday democracy work, from interpersonal conversations to design of public conversations. We welcome your feedback, email us at democracy@dumas-assoc.com.

Civility Program Development, Design & Evaluation Team Leads

Mary Dumas, Dumas & Associates, Inc. www.dumas-assoc.com

Dr. Susan Mancuso retired, Woodring College of Education, Western Washington University

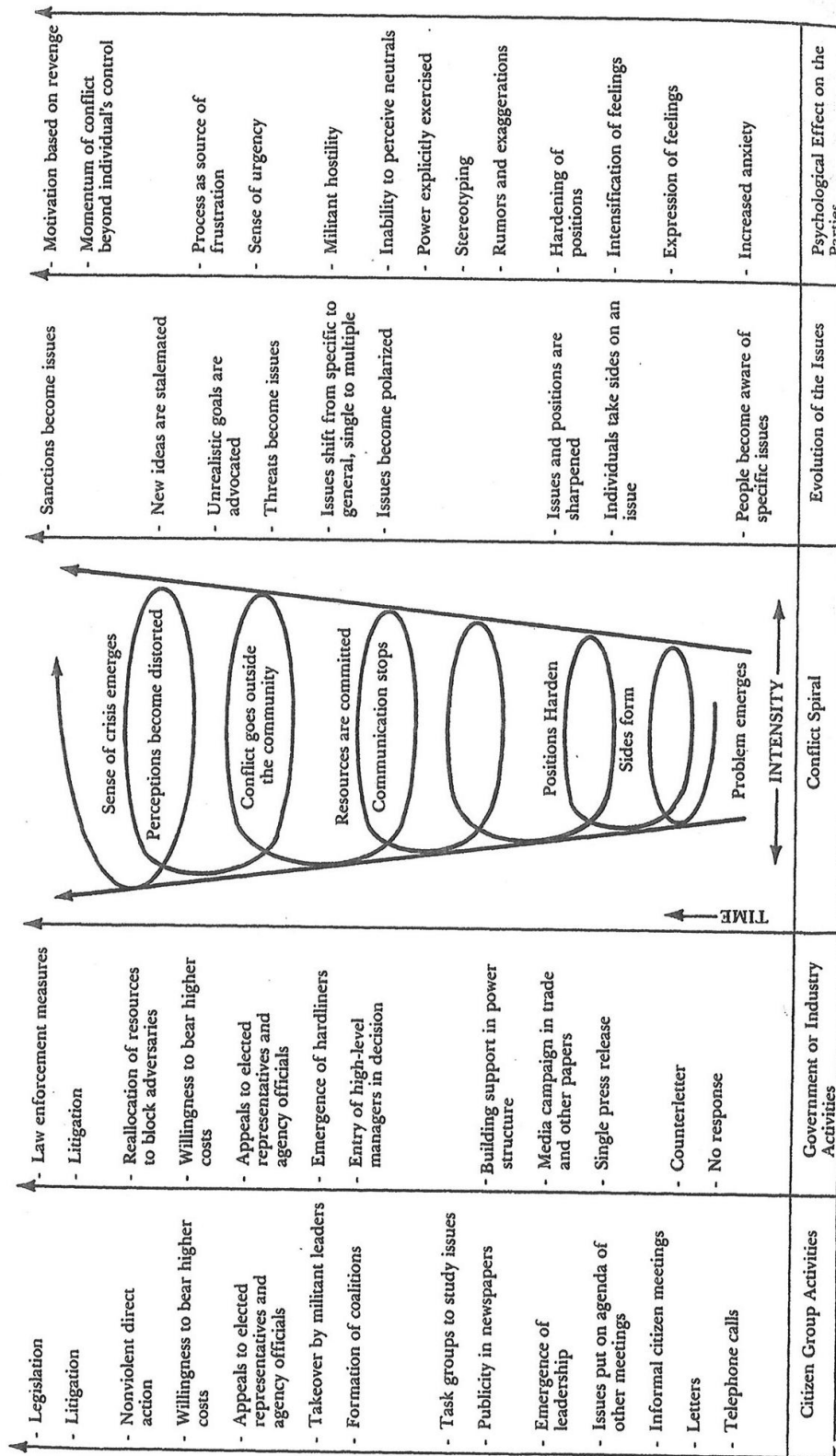
Kim Abel, 1st Vice-President, League of Women Voters of Washington www.lwvwa.org

Moonwater, Executive Director of the Whatcom Dispute Resolution Center www.whatcomdrc.org

CIVILITY IN OUR DEMOCRACY

Know the context...

Figure 1. Spiral of Unmanaged Conflict.



This figure depicts the typical sequence of public disputes as they arise, simmer and escalate. The rate, speed and intensity vary, by issue, individual, and community. Because most public issues conflicts center around what people think, feel, or value as right or wrong, these types of conflicts get held in place over long periods of time.

From Carpenter, Susan, Kennedy, W. *Managing Public Disputes: A practical guide for government, business, and citizens' groups*. San Francisco: Jossey-Bass, 2001.

CIVILITY IN OUR DEMOCRACY

Know the context...

How hot is the topic?

1. As in individual, please complete tasks A & B, you will have 5 minutes.

A) SELECT one or two community issues that have strong pro/con voices in the community conversation where you live. Describe the topic or issue briefly below (just a few words).

B) REVIEW FIGURE 1. SPIRAL OF UNMANAGED CONFLICT provided in the handout. ASSESS how hot your topic is (Question 1 response) using this scale. DRAW a circle on the spiral to indicate escalation.

2. In groups of 3, discuss the results of your rapid assessment. You will have 15 minutes.

NOTE: Differing views and assessment outcomes are welcome; this is not a consensus exercise.

A) SHOW your assessment results, with time for each person to name topic and share level of escalation.

B) Next, NAME at least 2 observations you relied on to determine escalation level. These might include:

- Media articles, court cases, policy initiatives, advocacy or status quo tactics in the chart?
 - League action [local, state, or national] on this issue in the past such as educational forum (501c3), study, consensus position, advocacy (501c4) forum or action.
-

3. As a table (large group), CREATE a written group report. You will have 5 minutes for this task (use colored sheet provided).

- ADD each person's topic, escalation point, and zip code to the blank conflict scale.
- UNDERLINE or ADD observable data you used to make your determination.
- LIST on the back any League resources that could be used for further assessment of these topics.

GIVE your group results to one of the panelists.

Thank you for participating! The training team will provide the LWVCA a summary of the hot topics identified during this skills-building activity. Results will show topics and levels of escalation by zip code, along with a summary of resource ideas for Leagues that want to learn more about these hot topics.

CIVILITY IN OUR DEMOCRACY

Be more intentional and less reactive...

What your body can tell you about how you deal with stress

Check the items below that best describe how your body responds to a conflict situation.

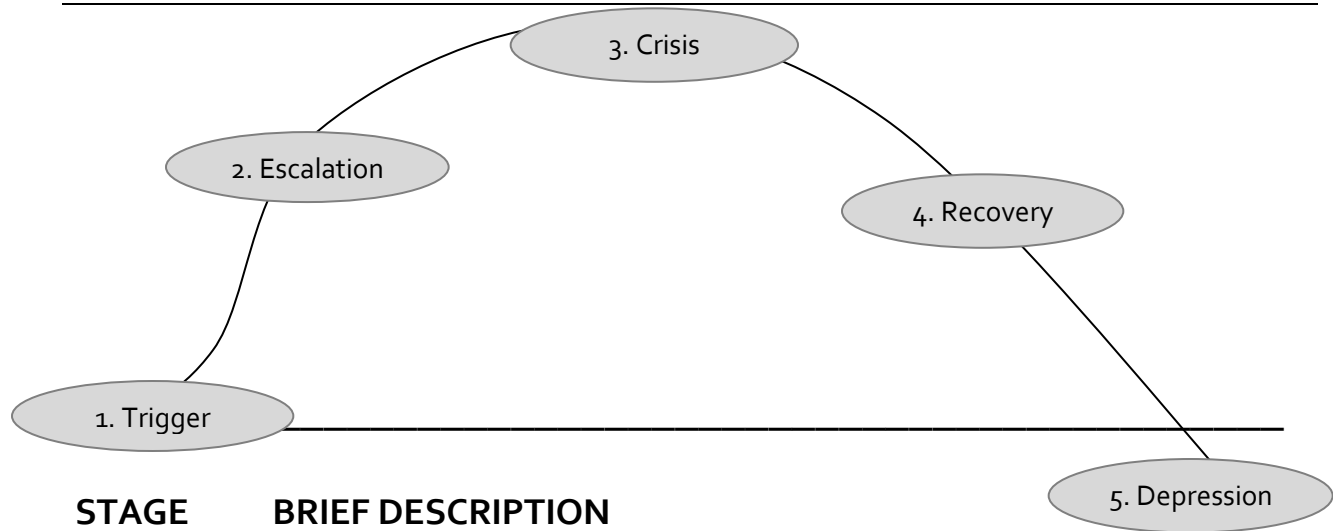
- | | | |
|---------------------|--------------------------|--|
| — Blushing | — Heart Pounding | — Tightening of throat muscles (lump in throat) |
| — Blotching | — Increased heart rate | — Voice changes |
| — Pallor | — “Knot in stomach” | — Breathing changes |
| — Headache | — Stomach pain | __Rapid |
| | | __Shallow |
| | | __Deeper |
| | | __Slower |
| — Eye squinting | — Teary eyes | — Grinding teeth |
| — Dry mouth | — Vision changes | — Clenching teeth |
| — Locked knees | — Shakiness in legs | — Stiffness |
| — Slouching | — Cowering | — Turning away |
| — Leaning | — Tightened calf muscles | — Crossing arms |
| — General shakiness | — Tightness in chest | — Put hands on hip |
| — Cold sweat | — Muscle weakness | — Other_____ |
| — Other_____ | — Other_____ | — Other_____ |

Contributed from Whatcom Dispute Resolution Center *Understanding Conflict* 2010.

CIVILITY IN OUR DEMOCRACY

Fear is contagious...

Cycle of Strong Feelings



| STAGE | BRIEF DESCRIPTION |
|-------------------------------|--|
| STAGE 1 TRIGGER | A trigger can be an idea, word, or behavior that “pushes someone’s button.” The person’s body moves into an automatic and escalating response pattern. Physiological symptoms may vary. Blood moves into survival parts of the brain because danger or threat has been signaled. |
| STAGE 2 ESCALATION | Defense systems moves from alert to action. The person is unable to stop the process; the body must move through it somehow. Adrenaline production, heart rate, breathing, and thoughts become active. The body, eyes, voice, and muscles are alert to meet emerging threat. Body/brain complex treats perceived threat the same as an actual one. |
| STAGE 3 CRISIS | Defensive/offensive impulses take over without sound judgment. A maximum of amount of blood is available to the most basic part of the brain. Reactions kick in fight, flight, freeze, OR tend-befriend. High volatility point in the cycle—accusations and irrational things are said/done, that are later regretted. |
| STAGE 4 RECOVERY | Once person has gotten to safety or brain decides danger is lessening, the process of recovery begins. Adrenaline production slowly tapers off and the body begins to absorb chemicals sent to brain. Offensive behavior reduces and body/mind adjusts. |
| STAGE 5 DEPRESSION | Blood sugar is temporarily depleted and the heart rate dips way below normal. The person can slip into a temporary physiological depression. Self-awareness returns, rationale increases, context expands, strong feelings of remorse, guilt, and shame can arise. |

Contributed from Whatcom Dispute Resolution Center *Understanding Conflict* 2012.

What is one thing I can do to:

— calm myself down? —help others to slow down?

What is one habit I need to tame in order to reduce my reactivity?

Learn to disagree
without being disagreeable.
Use courtesy and respect in words and deeds.
Talk to each other
instead of at each other.



Be Respectful

Listening is as important as
expressing your own views.
Listening is not the same as agreeing.
Recognize opposing positions.



Listen with an Open Mind

Reach across the aisle.
Seek shared values.
Challenge stereotypes.
Ask pertinent questions.
Identify and focus on problems.
Articulate, argue and defend issues.
Be open to compromise.



Find Common Ground

Viewpoints on Civil Discourse

"Come together, in open dialogue, to discuss
the great issues of our day, learn from each other,
and work to move our society forward."

UC President Janet Napolitano

"Peace is not the absence of conflict, but the ability
to cope with conflict by peaceful means."

Ronald Reagan

"Honest disagreement is often a
good sign of progress."

Mahatma Gandhi

"Differences of opinion lead to inquiry,
and inquiry to truth."

Thomas Jefferson



We invite you to join the League of Women Voters to promote
Civil Discourse as an essential way of life for a thriving democracy.

LWVSLO.org

Brochure produced by LWV SLOCO Civil Discourse Committee
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Steve and Marian Saldo

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LWV LEAGUE OF
WOMEN VOTERS®
Raising Awareness Since 1920

New and Improved
Methods for

Civil Discourse



in the
Public Arena

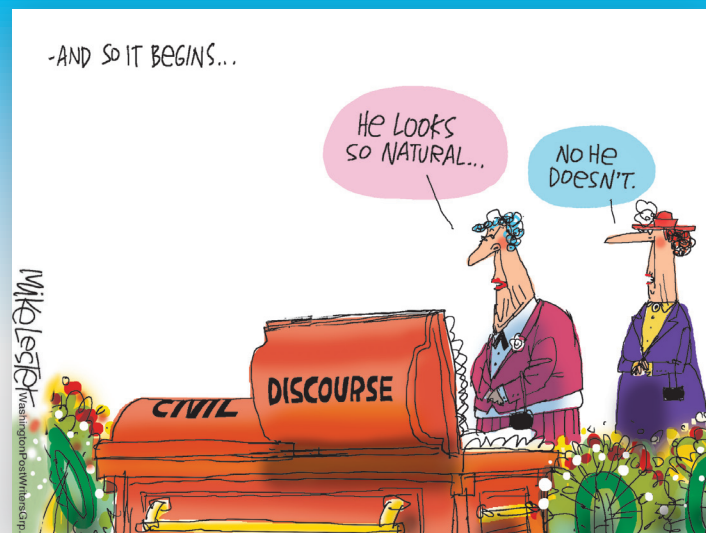
"With malice towards none,
with charity for all"

*Abraham
Lincoln*

Effective Ideas & Solutions

EASY TO USE

"Good governance is a clash of ideas and values in the
political arena. We need to listen to our opponent's
arguments and look for areas of common interest
...if we are to govern this country effectively."
Brint Milward, National Institute for Civil Discourse



"...And so it begins..."

What is Civil Discourse?

It is courteous, constructive communication characterized by mutual respect, fairness, and attentive listening.

Why Does Civility Matter?

Civil Discourse promotes informed discussion of public issues essential for government bodies and citizens to make good decisions.

Improving Civility is Easy

Shine a bright light on civility!
Call on others to do the same.



Find points of disagreement and their solutions amicably.

Be kind to one another, even if you disagree on stuff.

10 Simple Rules for Civil Discourse



A Presiding Chairperson sets the tone of a meeting...

- 1) Leads by example and encourages others to do the same. Shows respect to all in actions, body language, and speech.
- 2) Encourages open spirited debates on all facts by contending parties.
- 3) Provides adequate time for public comment.
- 4) Actively listens. Thanks speakers and, where appropriate, acknowledges public input.
- 5) Speaks truthfully without distortion.
- 6) Never comments on the motivation of a speaker.
- 7) Limits discussion to merits of issues. Explains the rationale and evidence to support opinions and conclusions.
- 8) Promotes rules publically. Gives a brief reminder before meetings.
- 9) Enforces the rules. Allows no disruptions of a meeting. Allows no slanderous, profane or negative personal remarks.
- 10) Regularly reviews/updates rules (city/county codes, codes of ethics, Robert's Rules, Brown Act, pledges).

...and ensures fair treatment with Rules of Order and Decorum



"Civil Discourse makes a difference for the good so we can have an environment that calls people to government service. We owe it to our democracy and to every young person who will inherit it."
J. Mullen J., Allegheny College



"Good God Winifred! How long has civility cost nothing?"

Civility vs. Free Speech

It means be tolerant. Listen, don't interrupt. Refrain from sarcasm. Be respectful. Speak in modulated tones. Stick to the issue. Recognize there are two sides. Avoid labels.

Tip > To prevent shutting down conversation, choose civil words. Civility increases your chance of being heard.

Civility: Not Just Politeness

You may have the right to say what you want but there is no need to say it in an inflammatory or insulting manner.

"We can only exercise our right to free speech insofar as we feel safe and respected in doing so, and this in turn requires that people treat each other with civility."
J. Mullen, *The importance of Civility in Public Discourse*

Tip > Attack the message, not the messenger

