

# VML – VLGMA Luncheon

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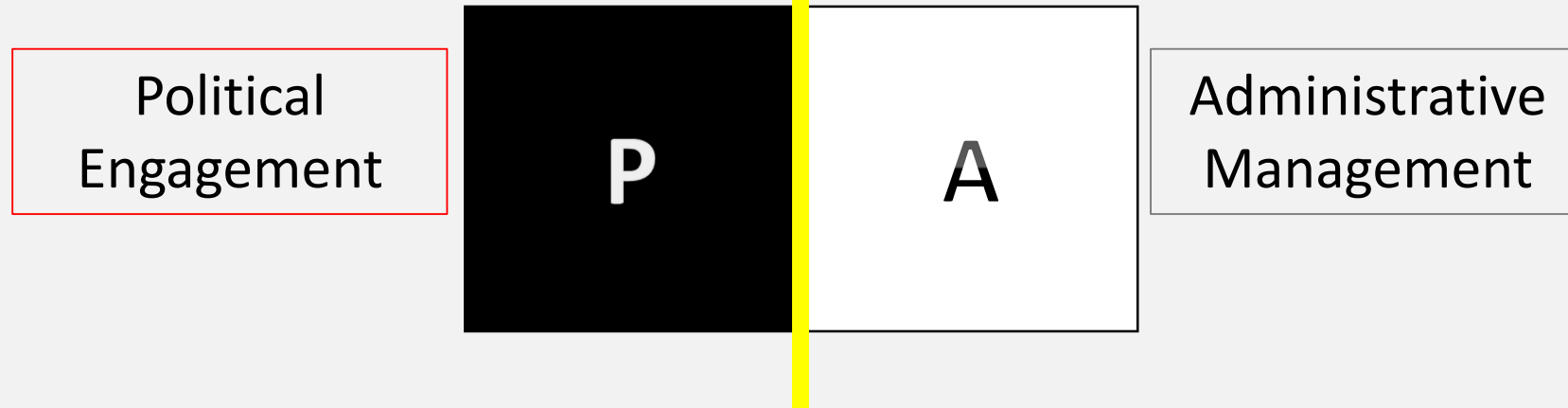
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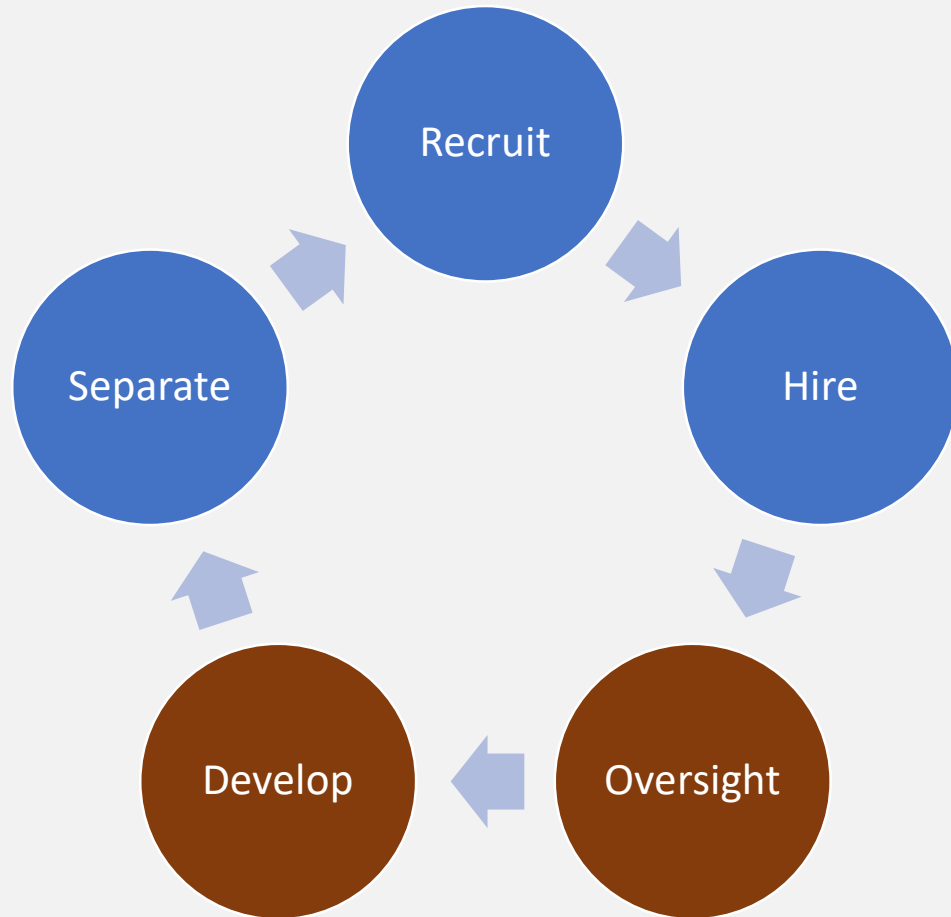
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# Roles & Responsibilities



# Manager Life Cycle



## Same Team

- Mutual Respect
- Mutual Support

## Oversight

- No Surprises
- Set Expectations
- Communicate Frequently

## Development

- Support participation in VLGMA and ICMA



How much stress have you personally experienced from uncivil or disrespectful interactions?

52%	A lot and quite a bit
16%	Moderate
32%	Some and not much



**Mayor: "I Can't Please Everyone."**

**Manager: "I Can't Fix Everything."**





# What is it?

## **Civility**

Behaviour or speech appropriate to civil interactions

Politeness

Courtesy

Consideration.

## **Incivility**

Not civil or courteous

Impolite

Rough

Rude

Lacking in manners



# Promoting Civility

1. Connection before content
2. Have a conversation about the conversation
3. To err is human
4. Develop and use conversation skills
5. Develop and encourage empathy





# 1-Connection before content



2-Have a conversation about the conversation

Respect

Honesty

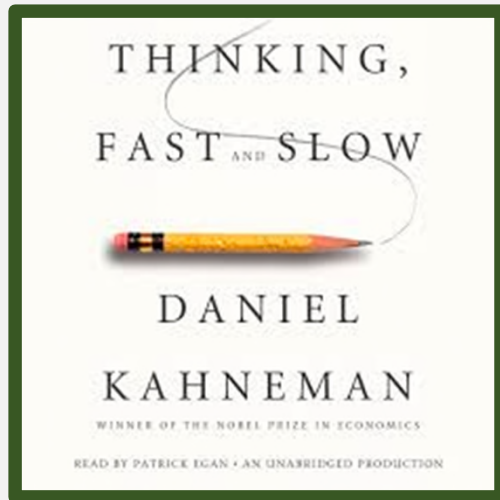
Integrity

Curiosity over  
judgment.

Seek first to understand  
and then to be  
understood.



# 3-To err is human



# Barriers to Curiosity over Judgement

Confirmation Bias

Fundamental

Attribution Bias

Are there other possibilities?

Could there be something going on that I'm not aware of?

Could I be wrong?

I wonder why...



## 4-Develop and use conversation skills

# Yes, And

Pause – Slow it down

What could be the impact?

Is this comment necessary?

Show kindness



## 5-Develop and encourage empathy

Exposure  
Experience  
Education  
Empathy

1. Take the attention of yourself and put it on someone else.
2. Make their world an analogy to yours.



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# Remember Moses

The Joy of Tech™

by Nitrozac & Snaggy



The first annoying vegan.





It's only a movie.





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