



The
Lukaszewski
Group

*Helping Leaders and Their Organizations
Prepare For, Respond To and Recover From Crisis*

LUKASZEWSKI'S LEXICON OF CIVILITY

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The true test of civility is your intentional commitment to verbal, written communication, deeds and actions that are fundamentally positive and:

- Benefit a recipient out of proportion positively to the sender.
- Civil
- Compassionate
- Constructive
- Courteous
- Empathetic, positive deeds that speak louder and more constructively than words.
- Helpful
- Polite
- Positive
- Respectful
- Sensible
- Sensitive
- Simple
- Tactful

Your Civility Quotient (C/Q)

Constantly test your verbal, written communication, deeds and actions to build your civility quotient. The lower your C/Q the longer it will take you to achieve a positive result.

Hint: Use the reverse of any of these and chances are you will wipe out your C/Q.

There are so many pathways to civility, decency, and integrity, pick as many as you can.

Any other pathways lead only to more trouble, prolong problems, delay mitigation and resolution and revictimize those who have been injured.

Write also for Lukaszewski's Civility and Decency Manifesto: Jel@e911.com subject line Civility Manifesto