

Resources and Issue Guides*

- *The National Issues Forum Institute* publishes and distributes an ongoing series of Issue Guides and videos for thoughtful discussion of many of today's thorniest problems. Moderators and conveners find the resources indispensable in organizing, leading and advertising their forums for public deliberation. www.nifi.org
- *The National Coalition for Dialogue & Deliberation* is a network of thousands of innovators who bring people together across divides to tackle today's toughest challenges. NCDD serves as a gathering place, a resource clearinghouse, a news source, and a facilitative leader for this extraordinary community. www.ncdd.org
- *The Community Tool Box* is a service of the Center for Community Health and Development at the University of Kansas. Chapter 16, Group Facilitation and Problem-Solving, "Developing Facilitation Skills" explains how to plan for a good facilitation process and create an environment conducive for conversation. <http://ctb.ku.edu/>
- *Extension-Based Resources for Promoting Civility and Civil Discourse* is a four-page PDF of links to federal and Extension resources promoting civility including articles, workbooks, handouts, and online modules. <https://www.extension.iastate.edu/localfoods/wp-content/uploads/2016/12/NIFA-Extension-Civility-Resources-11-16.pdf>
- *Everyday Democracy* has designed six highly useful, customizable flyer templates that can be used by anyone holding dialogue and deliberation events. The templates can be downloaded here: <https://www.everyday-democracy.org/resources/flyer-templates>
- *Libraries Transforming Communities (LTC): Models for Change* is an initiative of the American Library Association (ALA) and National Coalition for Dialogue & Deliberation (NCDD) that seeks to introduce libraries to various dialogue and deliberation approaches, enabling libraries to foster conversation and lead change in their communities. <http://www.ala.org/tools/librariestransform/libraries-transforming-communities/lc-models-for-change>

*List created by Ellen Geisler, University of Wisconsin—Extension (2017)

Civility Projects in Wisconsin:

- Community Foundation of Central Wisconsin: <http://www.cfcwi.org/speakyourpeace/>
- Door County Civility Project: <http://www.doorcountycivilityproject.org/>
- Duluth Superior Area Civility Project: <http://www.dsaspeakyourpeace.org/about.html>
- Encourage Community Foundation: <https://incouragecf.org/lead/speak-your-peace/>
- Marshfield Civility Project: <https://wipps.org/projects/marshfield-civility-project/>

Tips for making a civility discussion work:

- Find a partner. One person to host; one person to facilitate.
- Make introductions. Participants will feel at ease if you introduce yourself and introduce newcomers to the group.
- Serve light refreshments. Optional, but helpful to give people something in common to talk about before the event starts.
- Manage time well. Plan your discussion for a designated space of time (like 90 minutes) and stick to that time frame. If you have a longer session, build in breaks and make sure everyone knows the planned length of the session.
- Preregistration. Use Google Forms to create a registration form to track interest. It can also capture participants' email addresses.
- Follow up. Collect participants' email addresses to ask for feedback or send out a brief survey. Also send them the date of the next session and topic (if available).
- Room set up. Set up the room well in advance so you can be ready when people show up early. Put chairs in groups of two or three; allow space for people to move around and switch partners.
- Read Civility Rules. At the start of each meeting, take time to read the nine values of civility out loud. Ask that everyone at the meeting be willing to adhere to these values before the discussion can begin.
- Advertising. Include the phrase "participant-led discussion" or something similar in advertisements to help potential participants that this is more than a session to sit quietly to learn about civility.
- Guest facilitators. Invite a leader of a community organization or expert in a field to talk briefly about a particular topic before the discussion begins, or let the expert lead the discussion. For example, in a discussion about poverty, the United Way director took 15 minutes at the beginning of the session to tell the group about a study showing statistical information about people in the area living at or below the poverty line.

Ways to add civility to your library...

1. Print out the civility posters and hang them around your library for the public to see.
2. Showcase a display of books that focus on civility issues.
3. Incorporate civility into existing library programs:
 - a. Read books about manners and civility traits during story time.
 - b. Insert simple civility activities into the Summer Reading Program.
4. Sign the “Social Media Pledge” and keep copies near the public Internet stations.
5. Include the civility guidelines in your library’s Internet Use Policy.
6. Include the civility guidelines in your library’s meeting room policy. Put a copy in the meeting room for each group that uses the room.
7. Read the civility guidelines at the start of staff meetings or discussion programs (like book club). Make sure everyone is willing to adhere to the rules of civility before conversation begins.
8. Host a civility discussion series at the library.
9. Train staff to be civil with one another and the public.
10. Develop a community-wide civility initiative.

Book Lists from the Howard County Library System:

- **Adults:** <http://hclibrary.org/books-movies-music/adult-booklist/>
- **Teens:** http://hclibrary.org/polaris_category/choose-civility-teen-booklist/
- **Children:** <http://hclibrary.org/books-movies-music/childrens-booklist/>

Civility Speaks Resource List:

- *We Need to Talk: How To Have Conversations That Matter* by Celeste Headlee
- *Choosing Civility: The 25 Rules of Considerate Conduct* by P. M. Forni
- *The Civility Solution: What to Do When People Are Rude* by P. M. Forni
- Podcast: “Conversations with People Who Hate Me” with Dylan Marron