

The following are some possible responses to incivility at meetings; please edit to create one or more messages you would be comfortable using in a situation in which your council or committee is being addressed in an uncivil manner. Practice saying it; have a printed copy available for your reference.

1 -"Pardon me. This sounds important to you, however, please keep comments respectful and focused on the issue."

2-"Excuse me... Please keep comments focused on the issues."

3-"Please let me stop you for just a moment. (And to the room) In order for all of us present to hear the person speaking we ask that there be no cheering, jeering or clapping or other forms of demonstration. Thank you."

4-Raise the CIVILITY business card as a visual reminder of the expectation of respect and say, "We believe we'll be more productive here with civil communication."

5-"The Council has endorsed civility as a means of doing business. With that in mind, please keep comments focused on the issue you wish to address."

6-"I need to stop you. Complaints against individual employees will not be handled in open session. Please bring them members of the Personnel Committee. If there is an issue you would like to speak to, please continue."