

# Shola Richards

- A Demonstration of Respect
  - We are defined by how we treat each other.
  - Civility is a demonstration of respect.
  - Do people follow you because they choose to, or because they have to?
  - Incivility is low-level behaviors that make you lose faith in humanity.
  - We do not have the luxury to allow incivility to continue, and what we allow is what will continue.
- Leading Others with Civility [06:47]
  - Brennan Manning said, “In every encounter we either give life or we drain it; there is no neutral exchange.”
  - Connect to your “hire” self — the person you said you were in your job interview.
    - If you would never think of saying something in a job interview, then do not do it at work.
  - Being nice is simply being polite and agreeable, whereas kindness is demonstrating that you care about someone through your actions.
- The Five Values of Leading Others with Civility [13:07]
  - Value their work.
    - Respect the wisdom of the people closest to the work.
  - Value their roles.
    - Appreciate the importance of everyone’s unique contribution.
  - Value their time.
    - Consistently honor their most precious resource.
  - Value their skills.
    - Demonstrate that you trust them and their ability to get the job done.
  - Value their humanity.
    - Connect personally, recognize their effort, and show grace.
    - Bad behavior is an unskilled expression of an unmet need.
- Leading Yourself with Civility [19:28]
  - Be the buffalo, not the cow.
    - When a storm comes, the cow instinctively turns away from the storm, prolonging its time in the storm and its suffering.
    - The buffalo turns to the storm, so its time in the storm is shortened and it is made better by the experience.
  - Be aware of the words that weaken you.
    - Eliminate the thoughts that weaken you, such as, “I’m not good enough.”
    - You cannot give to others what you do not have.
    - Develop a self-civility statement, such as, “I belong in any room that I walk into.”

- Leading Self with Civility Through Our Actions [26:14]
  - What decisions are you going to make?
    - Maintaining healthy boundaries (saying “No”)
    - Removing yourself from toxic relationships (Some people in your life need to be loved from a distance.)
    - Reaching out to a therapist
    - Reducing (or eliminating) the time spent on social media
    - Making healthy food choices and exercising consistently
    - Forgiving others (and yourself, if necessary)
    - Asking for help
    - Refusing to justify unhealthy and/or addictive behavior because of all of the good things that you’re doing for others
  - Commitment is doing what you said you were going to do long after the mood you said it in has left you.
- Leaving a Legacy of Civility [29:00]
  - If your leaders did not have their authority over you, would you still choose to follow them anyway?
  - Your legacy is defined by how you treat others.
  - You get to leave a legacy every time you enter or leave a room.
  - Your choice to lead with civility could be the difference between healing and pain, hope and despair, peace and sadness, and potentially life and death.