



Cyber Civility

Top 6 Tips for Cyber Civility in Your Emails, Chats, Texts, and Online Behavior

TIP #1 - Recognize that digital communication should be treated every bit the same as normal face-to-face communication in your Walk the Ridge journey.

This means applying the same level of emotional intelligence, dialogue techniques, healthy intrapersonal and interpersonal skills, and all the civility that goes along walking the ridge.

TIP #2 - Lead with your executive brain instead of your emotional brain when responding to emails.

In face-to-face conversation, you may take a pause during an amygdala hijack. In the same light, you may want to take an hour or even an evening to reset emotionally and use more WTR tact before responding...or you may look to table it for a face-to-face, if applicable.

Remember that an email or text has the power to make someone's day, ruin someone's day, or become an inspired teaching moment for others.

TIP #3 - Assume that your content responses will follow you for the rest of your life. This is particularly important for reacting emotionally, rather than Walking the Ridge.

TIP #4 - Whenever possible, apologies are always better face-to-face. The same is true for clarification on meaning if there are doubts. Keep in mind that the quality of communication leads to the quality of relationships and ultimately the quality of culture you contribute into. Plus, you'll have the ability to see nonverbal cues.

TIP #5 - Do not read or write emails or texts when speaking face to face with others. Unless necessary, it is incredibly rude and insensitive to the value of other people in the moment.

TIP #6 - You are ALWAYS a representative of your organization and its culture.

So when you post or digitally communicate where you would have strong opinions of a sensitive issue, tasteless jokes, inappropriate comments, or even ill-placed sarcasm - consider that it may follow you or be shared with someone you know.