

## Radical Civility 101 Summary of Training



ASK curious questions  
LISTEN to understand  
REFLECT back what you hear  
AGREE with part of what is said  
SHARE your perspective with a story

*Although having political conversations with people who hold very different views can feel difficult and useless, there are compelling reasons to do it: compromise, comprehension, commonalities, etc.*

### Psychologically speaking:

- People's behavior & beliefs are product of their environment/culture
- We're all good rationalizers, don't believe that reason is on your side.
- Beliefs are about meeting our needs (not really about reality).
- Staying calm is critical to staying clear-headed → aim for the growth zone

**Focus on the process**, not the outcome. Unlikely to persuade anyone in just one conversation. Many conversations over time build goodwill & openness.

### Change your mindset:

Confront & Challenge our own biases.

Accept that none of us is rational.

Allow for exploration & Make it safe to ask questions/wonder

Assume best intentions.

"This person has something to teach me."

Try to identify what needs the other's beliefs are meeting.

Help people meet their needs.

### **Zoom out on Politics, Zoom IN on Person**

Civility	Advocacy	Relationship	Techniques
Respectful Compassionate Open-minded Authentic Trusting Honest Humble Curious			<del>Why?</del> because it triggers rationalization → How? "... is that right?" "sounds like you're really ___(emotion) about ..." "So how do you see this resolving?"

More info: Smart Politics [joinsmart.org](http://joinsmart.org) (Dr. Karin Tamerius)

Heineken Commercial: [https://youtu.be/\\_yyDUOw-BIM](https://youtu.be/_yyDUOw-BIM)