



# *GMA City of Civility Renewal*

*Melissa Hardegree, Chief Communications Officer*



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GEORGIA



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GEORGIA



“Civility fosters respect, trust, and belonging. By modeling and practicing civility, city leaders set an expectation that vigorous debate and vetting of ideas can be respectful and productive, leading to better engagement and outcomes for all.”

*Larry Hanson, GMA CEO & Executive*

*Director*

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CIVILITY



## 9 PILLARS OF CIVILITY



**Be considerate of others' opinions.** It's ok to agree to disagree.



**Be Kind!**  
Make your point about the issue, not the person.



**Ask questions to learn.**  
Answer questions with respect.



**Manage your emotions.**  
Get curious instead of furious.



**Actively listen,** to learn how to Engage respectfully!



**Remember the acronym QTIP** (Quit Taking It Personal).



**A silent voice is not always a weak voice.** Sometimes it's ok not to respond.



**Think about the impact** of your actions and not the intent.



**Have empathy!**  
Just because you have not experienced it, does not mean it does not exist.



## Renew our Status as a City of Civility:

- 1 Adopt an official resolution as a renewal
- 2 Take the Civility Pledge
- 3 Lead by example

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## Since Becoming a City of Civility in 2023:

- Signage in all city buildings
- City Publications
- Promoted with Key Management
- Window clings in Customer Service
- Inclusion in Mayor's Reading Club
- 9 Pillar Cards with Civility Pledge

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- Civility Pledge signs hang in Council Chambers and in conference rooms in all city buildings.
- Window clings





# EMBRACE CIVILITY

## CIVILITY PLEDGE

The way we govern ourselves is often as important as the positions we take. Our collective decisions will be better when differing views have had the opportunity to be fully vetted and considered. All people have the right to be treated with respect, courtesy and openness. We value all input. We commit to conduct ourselves at all times with civility and courtesy to each other.