

ETHIQUETTE

An Operator's Manual for Eliciting The Best

Elicit the best in others and, thereby, in yourself

Treat personal issues as private

Honor agreements and honor the right to say "no"

Incidents—Resolve them

Question to gain understanding, not to criticize

Uniqueness—Value the unique gifts of each individual as well as our common humanity

Express appreciation

Truthfully express your perspective with kindness and fairness

Transform complaints into wants, and problems into opportunities

Enhance your community

ETHIQUETTE TIPS AND DEFINITIONS

E*licit the best in others and, thereby, in yourself*

Seek and encourage the finest characteristics and latent talents in others. Inspire hope and confidence by choosing to see potential for growth. Celebrate progress and the development of new capabilities. Give your full attention to the person you are with. Listen actively.

T*reat personal issues as private*

Respect an individual's dignity by keeping personal information about others confidential, unless you have permission to share it.

H*onor agreements and honor the right to say "no"*

Make agreements carefully and with concrete expectations, exercising your absolute right to say "no" when you choose not to do something. Maintain trust and integrity by keeping agreements, and by asking others to be accountable for their agreements. Recognize that others also have the absolute right to say "no." Renegotiate an agreement if you find you can't keep it.

I*ncidents—Resolve them*

Choose to resolve personal and public disagreements that hurt you and your relationship. Address the person with whom you are having a conflict. Strive for understanding and a fair resolution. When appropriate, express sorrow and regret for damage done, make amends, and find a better way. Be open to the other person's attempts to apologize. Encourage others who are in conflict to find a fair resolution.

Q*uestion to gain understanding, not to criticize*

Use questions to explore perspectives of others that you do not yet understand. Adopt an open attitude and reserve judgment while listening. Seek first to understand, then to be understood.

U*niqueness—Value the unique gifts of each individual as well as our common humanity*

Reach out to discover the worth of every individual, especially those who seem different from you. Strive to treat everyone as having unique experiences, gifts, and perspectives to contribute to the common good.

E*xpress appreciation*

When you like or appreciate what others do, tell them so. Look for what is good around you, and cultivate a sense of gratitude.

T*ruthfully express your perspective with kindness and fairness*

Take a stand about matters you care about, expressing yourself clearly and in a way that respects the views and feelings of others. Speak your own truth—don't quote unnamed sources or pass negativity on. Disagree without being disagreeable.

T*ransform complaints into wants, and problems into opportunities*

Practice understanding rather than blaming. Find the want behind your complaint; ask for what you want. Ask others to identify their wants. Search for ways to act on your concerns. Become part of the solution.

E*nhance your community*

Participate in community life as you are able, contributing your unique self to any group you are with. Improve and practice community-building skills, including communication, conflict resolution, and team-building. Realize your potential for leadership and greatness!