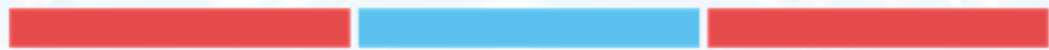


RENEW AMERICA



TOGETHER

RENEW AMERICA TOGETHER

MISSION

Founded in 2019 by General (ret.) Wesley K. Clark, Renew America Together is an organization created in response to the increasing division in our country in an effort to bring folks back together.

Renew America Together is a 501 (c)(3) organization designed to promote and achieve greater common ground in America by reducing partisan division and gridlock. Our mission is to revitalize public and political discourse by teaching and promoting civics, citizenship and civility. Our primary programs are town hall events, civility training, and our flagship Civility Leadership Institute.

LET'S HEAR FROM YOU

Pre-Session Survey



<https://forms.gle/cXLBEuoJHMsrpJxQA>

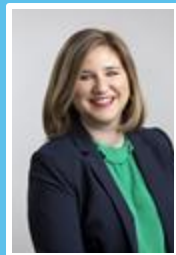


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FOR CIVILITY

"We must live up to the calling we share. Civility is not a tactic or a sentiment. It is the determined choice of trust over cynicism, of community over chaos. And this commitment, if we keep it, is a way to shared accomplishment."

-The Honorable George W. Bush

Presidential Inaugural Address, January 2001



Amanda Nipper,
SHRM-SCP
Facilitator



Mary-Lee Smith
Executive Director
RATO



Rebecca Moll
Deputy Executive Director
RATO

serve:

a framework
FOR CIVILITY

What is civility?

“Civility is claiming and caring for one’s identity, needs, and beliefs without degrading someone else’s in the process.”

*– Cassandra Dahnke and Tomas Spath
Founders, Institute for Civility*

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FOR CIVILITY

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What is civility?

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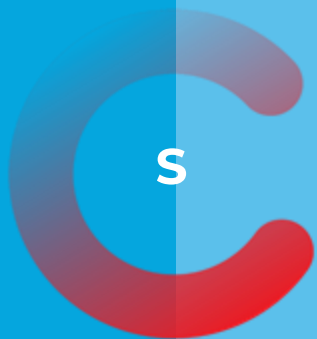
s self-awareness
e effective listening
r real curiosity
v vetting
e evidence
& agreement





Start by centering on the self

s self-awareness



Self reflection activity: Self-Awareness and Emotional Intelligence in Promoting Civility

Reflect on your own levels of self-awareness and emotional intelligence through these questions:

- How does my personality type influence the way I approach decision-making and problem-solving in relation to my work?
- In what ways does my personality type affect the way I communicate my thoughts and opinions with others?
- How does my personality type influence the aspects of my work that I find most interesting or engaging?
- Are there any aspects of my work that seem particularly challenging or difficult for me to understand or relate to based on my personality type?
- Reflecting on my personality type preferences, how might they shape my values and beliefs regarding my focus, and how does that impact my perspective compared to others with different personality types?





s self-awareness

DIGGING DEEPER:

"Please Understand Me II: Temperament, Character, Intelligence" by David Keirsey

"Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead" by Brené Brown





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Learn how others see themselves

e

effective listening

Active Listening Techniques:

- ★ Paraphrasing
- ★ Verbalizing Emotions
- ★ Asking
- ★ Summarizing
- ★ Clarifying
- ★ Encouraging
- ★ Balancing



Technique	Purpose	Achieving It	Examples
Paraphrasing	<ul style="list-style-type: none"> ·Convey interest ·Encourage the speaker to keep talking 	Restate the information you just received with your own words	“So you showed up at the meeting on time”
Verbalizing emotions	<ul style="list-style-type: none"> ·Show that you understand ·Help the speaker to evaluate their own feelings 	Reflect the speaker’s basic feelings and emotions in words	“And this made you really angry.”
Asking	Get more information	Ask questions	“And after that, John did not react?”
Summarizing	<ul style="list-style-type: none"> ·Review progress ·Pull together important ideas ·Establish a basis for further discussion 	Restate major ideas expressed, including feelings	“These seem to be the key ideas you’ve expressed:”
Clarifying	<ul style="list-style-type: none"> ·Clarify what is said ·Help the speaker see other points of view ·Ask questions for vague statements. 	Restate wrong interpretations to force further explanation	“You said that you reacted immediately. Was this still on the same day?”
Encouraging	<ul style="list-style-type: none"> ·Convey interest ·Encourage the speaker to keep talking ·Disagree ·Use varying intonations 	Offer ideas and suggestions	“Then your manager approached you. How did they behave?”
Balancing	<ul style="list-style-type: none"> ·Get more information ·Help the speaker evaluate their own feelings 	Ask questions	“Did you perceive the inconvenience to be worse than not being taken seriously?”



Activity: Listening Exercise

STORIES ARE THE BRIDGES THAT CONNECT US TO OTHER HUMANS. - ESTHER PEREL

Where should we begin?

- The best vacation I have ever taken is...
- Something I wish I had been told as a child...
- A time I admitted I was wrong...
- A conversation I wish I could have again...





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effective listening

DIGGING DEEPER:

"The Art of Active Listening" by Joshua Miller (Harvard Business Review)

"Just Listen: Discover the Secret to Getting Through to Absolutely Anyone"
by Mark Goulston



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Develop an open and curious mindset

r real curiosity



Video: <https://youtu.be/M3H5jtc5CWM?si=kOWkIFzVwS8Viuf>



What does Ray Wu teach us about Curiosity?





r real curiosity

DIGGING DEEPER:

"Curious: The Desire to Know and Why Your Future Depends On It" by Ian Leslie

"The Business Case for Curiosity" by Francesca Gino (Harvard Business Review)

"The Power of Curiosity" by Todd B. Kashdan and David J. Disabato (Harvard Business Review)



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Ask questions that help you grow

v vetting



Objective: Utilize Effective Questioning Strategies

Learners will employ effective questioning strategies to promote curiosity, critical thinking, and deeper understanding of complex topics or differing perspectives.



Activity: Questioning Strategies



Activity: The 5 Whys

The 5 Whys is a simple analysis technique that moves past symptoms by asking “why” until reaching the true root cause of an issue.





DIGGING DEEPER:

"Asking the Right Questions: A Guide to Critical Thinking" by M. Neil Browne and Stuart M. Keeley

"The Role of Critical Thinking in Ethical Decision Making" by Sarah Seger and Denise K. Comer (Journal of Leadership, Accountability and Ethics)





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Find evidence of agreement

e evidence

Activity: Constructive Disagreement Simulation



Partner A	Pro-Scenario	First name, first letter, alphabetical order first
Partner B	Opposed to Scenario	First name, first letter, alphabetical order second
Coach	Observes and shares constructive feedback around when SERVE shows up.	First name, first letter, alphabetical order third

5 Minutes	At your tables, confirm roles of Partner A, Partner B, and Coach
10 Minutes	Construct 2-3 reasons supporting your “belief” around the topic
10 Minutes	Conduct role play of discussion on given scenario
5 Minutes	Coach reviews observations where both partners demonstrated use of SERVE



PEER COACHING SCENARIO:

Example - Conscription in a national emergency

(Mandatory Draft): During a sudden international conflict, the US reinstates selected service to increase its military forces rapidly. This move triggers protests advocating for voluntary service and questioning the ethics of mandatory enlistment during crises.

With your group, discuss this scenario using the SERVE Framework for Civility. Consider the balance between national security needs and individual freedoms.

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DIGGING DEEPER:

“How to Disagree Agreeably” by Stephen Blandino (Influence Magazine)

“Crucial Conversations” by Joseph Grenny, Kerry Patterson, Ron McMillan, Al Switzler, Emily Gregory





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SUMMARY OF KEY LEARNINGS

Action Planning Activity

serve:
a framework
FOR CIVILITY

Action Plan

Name of Program:		Responsibility:	
Action Steps	Expected Outcomes and Audience	Date	Notes/Comments

LET'S HEAR FROM YOU

Post-Session Survey



<https://forms.gle/CdXPZZB8yu23tvYq5>