

Incivility

1. Microassaults

- Microaggression is a verbal or nonverbal slight that impacts an individual who might identify as being from a marginalized or nonmainstream community

2. Microinsults

- Microinsults are verbal and nonverbal behaviors that demean a person's gender/ability/body size or race, and express rudeness and insensitivity

3. Microinvalidations

- Microinvalidations are forms of communication that attempt to negate, exclude, or ignore a person based on his or her race/body shape/gender/ability/age

Civil Actions

4. Assume Positive Intent

- Approach from a place of curiosity
- Clarify questions and maintain open body language

5. Microaffirmations

- Acknowledge the minimized person's contribution
- Redirect group's acknowledgement

6. Know when to walk away

- Save this for repeat offenders
- Make a quiet exit, anyone can change or grow

Civility Wins



"Hearts that beat to the tune of kindness can change the rhythm of the world"

C.J. Peterson

ASPAN's Initiatives

Healthy Workplace Environment (HWE)

aspan.org

