Choosing Civility Resources
October 2010


Forni, Pier Massimo. *Choosing Civility: The 25 Rules of Considerate Conduct*. New York: St. Martin's Press, 2002. Print. In Choosing Civility, P. M. Forni identifies the twenty-five rules that are most essential in connecting effectively and happily with others. Topics include: Think Twice Before Asking Favors; Give Constructive Criticism; Refrain from Idle Complaints; Respect Others’ Opinions; Don't Shift Responsibility and Blame; Care for Your Guests; and Accept and Give Praise. **GRCC Call #: 395 F769 - Circulating.**


---. *Working with Emotional Intelligence*. New York: Bantam Books, 1998. Print. Executive ability; Management; Psychological aspects; Personality development; Emotions and cognition; Cognition; Emotions; Self-actualization (Psychology); 1. Beyond expertise; 2. Self-mastery; 3. People skills; 4. New model of learning; 5. Emotionally intelligent organization. **GRCC Call #: 658.409 G5816w - Circulating.**


Greenleaf, Clinton T. *Attention to Detail: A Gentleman’s Guide to Professional Appearance and Conduct*. 2nd ed. Cleveland, Ohio: Greenleaf Enterprises, 1999. Print. Clothing and dress; Etiquette for men; Etiquette; Men; Social aspects. **GRCC Call #: 395.142 G842a - Circulating.**


Customer Service. Dir. Inman-Ebel, Beverly. Trinity Healthforce Learning, 2004. Every time you answer the phone at work, you are representing yourself and your facility. The impression you make can affect whether or not you retain business. Beverly Inman-Ebel takes us through an informative session on professionally presenting yourself over the phone and provides tips and strategies you can immediately incorporate at work to make a positive impact. GRCC Call #: 651.374 T929c DVD - AV.


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Dining Skills for the 21st Century. Dir. Newfield, Peggy. Personal Best, 2000. Peggy Newfield demonstrates place settings for a casual, medium-priced, and a formal restaurant. Video is guaranteed to increase your dining confidence and provide valuable tips to help you perform at your personal best!; VHS (27 min.). GRCC Call #: 395.52 N45d (two copies) - AV.


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Randall, Peter. *Adult Bullying: Perpetrators and Victims*. New York: Taylor & Francis, 1997. Web. *Adult Bullying* has been written as the result of community anti-bullying projects in which distressingly large numbers of adults came forward for help, both as victims and as bullies. Peter Randall provides a detailed consideration of the nature and range of bullying, located within instrumental and affective aggression. He describes the learning processes and the family backgrounds that give rise to bullies and victims, both as children and later as adults. The pervasive nature of these patterns shows that personal harassment becomes a way of life, leading to a significant influence within the workplace and the community. GRCC Call #: e-book NetLibrary. [http://0-www.netlibrary.com.lib.grcc.edu/AccessProduct.aspx?ProductId=93264](http://0-www.netlibrary.com.lib.grcc.edu/AccessProduct.aspx?ProductId=93264).


Rude: Where are our Manners? <DVD>. Films for the Humanities and Sciences FMK40923. 2008. “What are the rules of behavior? Do people not know, or do they not care?” In this program, host Valerie Pringle explores the reasons behind the ostensible breakdown of manners, defined as treating others with consideration, within the group known as Generation Me. Etiquette experts, such as Judith Martin (or Miss Manners), author Lynne Truss, and Johns Hopkins University professor P. M. Forni, explain the changes in attitudes that occurred in the 1960s and how those changes affected day-to-day interactions. Workplace decorum, or lack thereof, is also examined, along with impoliteness that can accompany use of technology, such as cell phones. Finally, experts offer suggestions on restoring good manners to the general public. Contains harsh language. Some content may be objectionable. Runtime: 43 minutes. GRCC Call #: 395 R832 - Audiovisual Collection.


