

The **9 Pillars of Civility** promoted by the **Georgia Municipal Association (GMA)** emphasize respectful and constructive communication.

1. **Be considerate of others' opinions.** It's perfectly acceptable to agree to disagree.
2. **Manage your emotions.** Instead of getting furious, cultivate curiosity.
3. **A silent voice is not always weak.** Sometimes, it's okay not to respond.
4. **Be kind!** Focus on discussing the issue, not attacking the person.
5. **Actively listen.** Engage respectfully and learn from others.
6. **Think about the impact of your actions, not just the intent.**
7. **Ask questions to learn.** Respond to questions with respect.
8. **Remember QTIP (Quit Taking It Personal).**
9. **Have empathy!** Just because you haven't experienced something doesn't mean it doesn't exist.