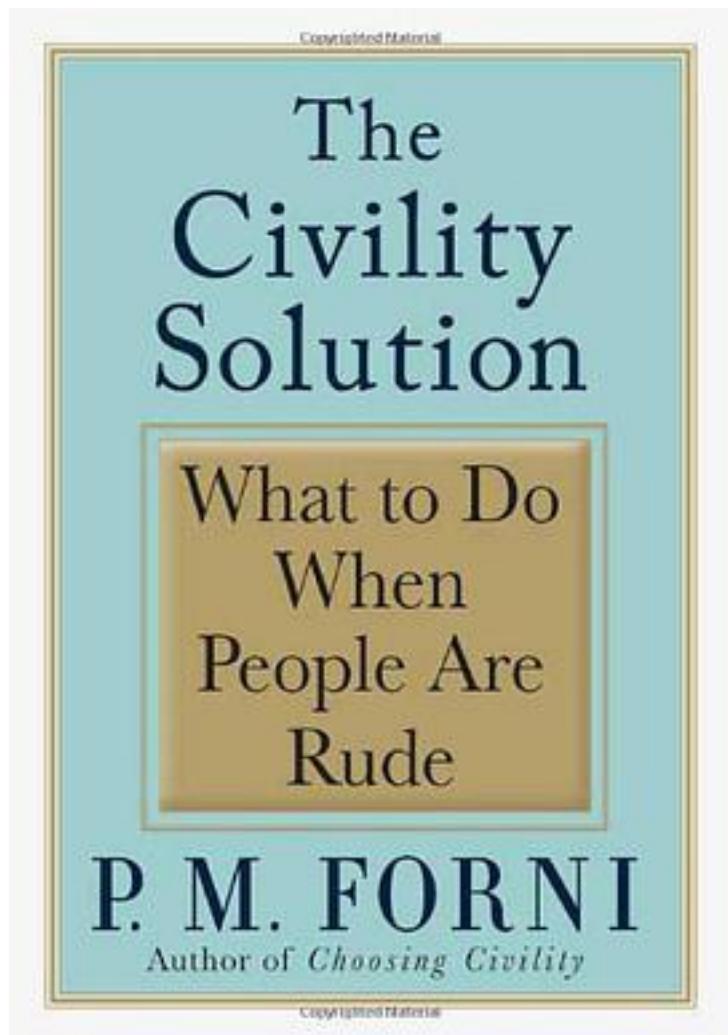


The Civility Solution



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著者:P.M. Forni

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In "Choosing Civility", p.m. Forni established himself as a respected authority on civil

behaviour. In "The Civility Solutions", he puts his ideals to work by showing us what to do when confronted with rudeness. Rudeness begets rudeness and, in over seventy different examples, Fomi shows us how to break the cycle by being both assertive and civil. Considering situations such as a salesperson ignoring your requests, a car that cuts in front of you on the road, a neighbour's dog that soils your lawn or being reprimanded publicly by your boss, Fomi presents solutions that reinforce good behaviour and make our world a more civil place.

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