How can you boost your civility quotient?

• Be part of the solution: Do you interrupt, ignore e-mail and voicemail messages, listen poorly, get angry easily or snap at others? Do you exhibit rude behavior, such as coming late to meetings or withholding information someone needs?

• After an honest assessment, identify resources to refine your interpersonal skills.

• Manage your stress, frustration and anger. Some people spend time in meditation or prayer; some exercise, learn mindset management techniques or faithfully cultivate a creative hobby; others may need and seek professional therapy to decrease stress or anger.

• If someone is rude to you, try saying, "I'm happy to talk with you, but I won't be attacked or yelled at" or "I'm sure it's not intentional, but what you just said seems very rude to me." If someone interrupts often, say, "Please, let me respond."

• Treat everyone with respect. Frequent, regular and open communication with co-workers and supervisors —fosters trust, reduces stress and generates civility.

• Model civility: demonstrate civil, respectful and professional behavior at all times.

Think about this before acting/reacting:

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest accomplishment, or the smallest act of caring, all of which have the potential to turn a life around."

(Leo Buscaglia, professor at the University of Southern California and author of a number of New York Times bestselling inspirational books)