

Online Civility: Oxymoron?

Griff Wigley
Wigley and Associates

WigleyandAssociates.com

Top Twenty Oxymorons

www.oxymoronlist.com

- 20. Government Organization
- 19. Alone Together
- 18. Personal Computer
- 17. Silent Scream
- 16. Living Dead
- 15. Same Difference
- 14. Taped Live
- 13. Plastic Glasses
- 12. Tight Slacks
- 11. Peace Force
- 10. Pretty Ugly

Top Twenty Oxymorons

www.oxymoronlist.com

- 9. Head Butt
- 8. Working Vacation
- 7. Tax Return
- 6. Virtual Reality
- 5. Dodge Ram
- 4. Work Party
- 3. Jumbo Shrimp
- 2. Healthy Tan
- 1. Microsoft Works
(Presentation by OpenOffice, not MS
PowerPoint.)

Problematic behaviors: The Big Two

- Sarcasm
- Addressing a person indirectly when disagreeing with them

"John seems to think that all our problems would be solved if we would only embrace his wisdom."

Problematic behaviors: The rest

- Lecturing
- Correcting others' posts
- Speaking in absolutes
- Mind-reading
- Pushing the limits

Problematic behaviors: Contributing factors

- Anonymity
 - Allowing a username without an association to a real person's first and last name - “wonderwoman257”

- Person in charge not visible

Intervention strategies

- Moderator confronts offender publicly – in a civil tone; contacts offender privately
[Moderator's aside: Robert, you're continuing to use a harsh/combatative tone that's not conducive to the conversation here. See my email to you and consider reposting the points you're trying to make using a more constructive tone. I'll remove this post when you do.]
- Avoid simply deleting post
- Avoid simply banning/blocking user

Sample insult

- Ted Mondale Jun 8, 2002, Blueprint 2030 Forum Panelist; Metropolitan Council, Chair.

There is no one ideal solution! Ms Wulff makes some good points but the best answer to her discussion is that doing one thing better... is not going to be enough. The core 7 strategies of the Blueprint... all need to be implemented. That's what this is all about. Having regional discussions on our future challenges and goals, setting new policies and then moving from tiresome and non-productive theoretical debates (see Pat Awada) to getting the job done.

Creating a civil online culture

- Upfront agreements that allow latitude for interpretation & enforcement
- Spirit and language of inquiry, not promotion of point of view
- Social Hosts
- F2F events
- Honor the community pillars