



The Civility Solution: What to Do When People Are Rude

P. M. Forni

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Many of us find ourselves confronted with rudeness every day and don't know how to respond. P.M. Forni, the author of the acclaimed *Choosing Civility*, has the answer. In *The Civility Solution*, he provides more than one hundred different situations, and shows us how to break the rudeness cycle. How would you respond to the following?

...A salesperson ignores your requests

...A fellow driver gives you the infamous "finger"

...Your child's playmate misbehaves

...Your boss publicly reprimands you

P. M. Forni has solutions for all of these and many more. In yet another simple and practical handbook, P. M. Forni presents logical solutions that reinforce good behavior and make our world a more civil place.



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