

## Communication Tone

Along with defining appropriate communication tools for use within LIS, we also seek to define boundaries for how we will use those tools with one another to ensure a positive, honest, and welcoming work environment. In every communication we have with our co-workers and with our users, we have a choice to make regarding the tone and motivation of the communication. Some choices result in “above the line” communications, and others may result in “below the line” communications.

### Above the Line

Proactive	Flow	Courage	Mastery	Accountable	Acceptance	Trust	<p><b>Behaviors:</b> Engaged, positive, open, participative, results-oriented, talking, giving constructive feedback, active listening, smiling, showing appreciation, problem solving, helpful, encouraging, cooperative, supporting, caring</p> <p><b>Feelings:</b> Motivated, excited, freedom, challenged, vibrant, creative, empowered, happy, confident, respected, honored, heard, fulfilled, trusting and trusted, alive, energetic, autonomy, valued</p>
<i>The Line – Point of Choice</i>							
Reactive	Fight Freeze	Fear	Victim	Blame	Judgment	Mistrust	<p><b>Behaviors:</b> Complaining, whining, impatient, defensive, gossiping, negative comments, short-tempered, slamming down phones, walking out of meetings, withdrawing, doing nothing, crying, argumentative, bullying, belittling</p> <p><b>Feelings:</b> Frustrated, powerless, confused, anxious, overwhelmed, disappointed, hurt, angry, demotivated, irritated, heated, saddened, disillusioned, helpless, frightened, apprehensive, annoyed</p>

### Below the Line

In LIS, we will hold one another accountable to “Above the Line” communications with one another and with our users. It is important for everyone to do so, and to feel the freedom to do so, no matter their position in the organization. Holding one another accountable is not a hierarchical function, but an organizational one. As all LIS staff are part of the same organization, we each carry the responsibility to maintain accountability.

If you observe communication tones, behaviors, or feelings that are below the line, please address the situation directly, and with “Above the Line” communication tone and behaviors.