

The Manifesto of Non-Hostile Communication

1. Virtual is real

There is no good administration without good communication. I do my best to make my communication simple, accessible, understandable, transparent and courteous, both online and offline. I am aware that what I write on the Internet has real consequences.

2. You are what you communicate

I know that more effective communication means better administration: people have the right to access data, documents, information and services without delay or deception, to be involved in the decision-making process and to understand and verify my actions.

3. Words shape the way I think

I shall avoid using unclear terms, oppressive legalese and misleading foreign words. I understand this is every citizen's right. If the way I speak is not clear, nor are my thoughts or actions. I should encourage dialogue.

4. Listen before you speak

I listen to people's opinions and suggestions. I choose cooperation and adopt means of communication that favour constructive and civilised dialogue. If questioned, I answer promptly. If discomfort is shown, I take it into account and explore the causes and the possible solutions.

5. Words are bridges

I choose the right words and tools to communicate with everyone, including the elderly, foreigners and the less well educated. I should make sure that what I say or write is understood by the public. It is my responsibility to make myself understood through positive and proactive communication.

6. Words have consequences

I am aware that all the messages I write and the actions I take have a real and significant impact on peoples' everyday lives. I am accessible, I provide information, clarify duties and streamline procedures.

7. Share with care

I know that everything I share on the Internet may influence people's perception of my work. I keep information and data updated and make it available, possibly in open format. I do not share misleading or non-transparent messages. I inform people about their rights: knowledge, privacy and security.

8. Ideas can be discussed. People must be respected

People must be respected. Mutual respect is fundamental for civil coexistence and improves cooperation and participation. I ensure that my communication is respectful both in style and content and I promote a culture of respect within the community.

9. An insult is not an argument

Insults are always humiliating – not only for the insulted but also for those who insult and for onlookers. I encourage those who insult to express their own opinions differently. I do not tolerate insults, even when they favour me. I spread netiquette for the good use of my online communication channels.

10. Silence says something too

I am aware that people's attention and time are precious, and am therefore concise. I communicate only when necessary, to promote awareness and participation and not for propaganda. My communication is useful, needed and relevant at all times.