

**QUARTERLY LIST  
OF  
COMMUNITY ISSUES  
AND  
RESPONSIVE PROGRAMS**

January 1, 2019 through March 31, 2019

In an ongoing effort to serve the public interest, KZLS-AM and its owner, Chisholm Trail Broadcasting Inc., offer a variety of programming responsive to the issues of concern to the listening audience. Below is a list of the station's most significant programming treatment of those issues for the period of January 1, 2019 through March 31, 2019

Addiction treatment	Internet harassment
Autism	Manufacturing
Business and industry	Medical ethics
Cancer treatment	Mental health
Chronic disease/illness	Mental illness
Clinical trials	Organ shortages
Consumerism	Pets and people
Criminal Justice	Police and law enforcement
Disabilities	Psychology
Discrimination	Public health and safety
Drug/alcohol addiction	Religion
Economics	Research ethics
Education	Sexual abuse
Euthanasia	Societal issues
Family and parenting issues	Sports and society
Federal government	Stereotypes
Food and nutrition	Stigma
Gender issues	Substance use disorder
Genetics/genetic engineering	Suicide
Health care	Surgery
Heart disease/cardiovascular health	Technology
History of science/medicine	Trauma
Hormones	Youth at risk
Infectious disease	Women's issues
Informed consent	Workplace safety/injury

See weekly logs below for segment dates, titles, topics, guests & duration.

**Program** 19-01                      **Producer** Reed Pence  
**Air Week** 01/06 – 01/12/2019    **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:02	SEGMENT 1: PERSONALITY AND DRUG ABUSE	12:17

**Synopsis:** Drug and alcohol addiction and abuse is rising. Researchers have found that “fear mongering” educational efforts to combat it in adolescents doesn’t work. New science has discovered that certain personality types are predictably predisposed to addiction risk, and that educational efforts can be targeted to them effectively. Experts discuss.

**Host:** Reed Pence. **Guest:** Dr. Natalie Castellanos Ryan, Asst. Prof. of Psychoeducation, Univ. of Montreal; Maia Szalavitz, author, *Unbroken Brain: A Revolutionary New Way of Understanding Addiction*

**Compliance issues covered:** public health; drug and alcohol addiction; youth at risk; education; police and law enforcement; mental illness; mental health

**Links for more information:** <https://www.chusj.org/en/Bio?id=c6f888f1-7ef7-47e6-b349-cc74ec1cfa3a>;  
<https://www.amazon.com/Maia-Szalavitz/e/B001ILFON8>

15:21	SEGMENT 2: THE ADDICTION SPECTRUM	7:34
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**Synopsis:** Does addiction affect all of us in some degree? A noted addiction specialist and author believes we are all somewhere on the addiction spectrum, from bad habits to full-blown addiction. He discusses how small triggers can push people to seek relief, producing deepening decline.

**Host:** Nancy Benson. **Guest:** Dr. Paul Thomas, author, *The Addiction Spectrum: A Compassionate, Holistic Approach to Recovery*

**Compliance issues covered:** health care; addiction; substance use disorder; addiction treatment; societal issues

**Links for more information:** <https://www.drpaulapproved.com/the-addiction-spectrum.html>

**Program Log for Radio Health Journal**

**Program** 19-02      **Producers** Reed Pence, Polly Hansen  
**Air Week** 01/13 – 01/19/2019      **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:02	SEGMENT 1: AUTISM IN GIRLS	12:48

**Synopsis:** Experts have believed that autism affects four times as many boys as girls, but the ratio may not actually be quite that high. Doctors are learning that autism shows up differently in girls' behavior as a result of brain differences. This leaves many girls with autism undiagnosed. Experts discuss how it appears in girls and the consequences of those differences.

**Host:** Reed Pence. **Guests:** Dr. Thomas Frazier, Chief Science Officer, Autism Speaks; Dr. Rachel Loftin, Adjunct Asst. Prof. of Psychiatry, Northwestern Univ.; Dr. Kevin Pelphrey, Jefferson Scholars Foundation Prof. of Neurology, Univ. of Virginia

**Compliance issues covered:** youth at risk; health care; developmental disorders; education; suicide; autism; gender issues; stereotypes

**Links for more information:** <https://www.autismspeaks.org/leadership>;  
<https://www.rachelloftin.com>;  
<https://www.jeffersonscholars.org/chaired-professorships>

15:52	SEGMENT 2: INVISIBLE GIRLS: VICTIMS OF INCEST	7:06
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**Synopsis:** Experts say incest is the most common of all sexual abuse, but the least discussed openly. This can leave victims isolated and less able to reveal abuse, which can have further psychological ramifications later on. A noted expert on sexual abuse discusses how incest makes girls feel particularly responsible and unable to come forward, and a non-profit organization that seeks to help them.

**Host:** Nancy Benson. **Guest:** Dr. Patti Feuereisen, clinical psychologist and author, *Invisible Girls: Speaking the Truth About Sexual Abuse*

**Compliance issues covered:** health care; sexual abuse; youth at risk; women's issues; trauma; stigma; gender issues; psychology; public health; societal issues

**Links for more information:** <https://www.invisiblegirlsthive.com>

**Program Log for Radio Health Journal**

**Program** 19-03      **Producer** Reed Pence  
**Air Week** 01/20 – 01/26/2019      **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:02	SEGMENT 1: WHEN YOU HAVE NO PRIMARY CARE DOCTOR	11:43

**Synopsis:** Surveys show that fewer Americans have a primary care doctor, especially among younger people. Experts discuss the ramifications of this trend both medically and economically, reasons behind it, and how primary care practitioners are changing the way they work to answer objections.

**Host:** Reed Pence. **Guests:** Dr. Ana Maria Lopez, President, American College of Physicians; Dr. John Cullen, President, American Academy of Family Physicians

**Compliance issues covered:** health care; public health; economics; consumerism; societal issues

**Links for more information:** <https://www.acponline.org/membership/medical-students/acp-impact/archive/may-2018/officer-profiles-ana-maria-lopez-md-facp-and-andrew-dunn-md-facp>;  
<https://www.aafp.org/about/governance/board-directors/cullen.html>

14:47	SEGMENT 2: DUPUYTREN DISEASE: CRIPPLER OF HANDS	7:55
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**Synopsis:** Dupuytren disease (pronounced DOO-pah-tren) is the most common disorder crippling hands that most people have never heard of. It is a genetic condition of the fascia beneath the skin of the palms, and it stubbornly resists treatment. An expert and a patient discuss the disorder.

**Host:** Nancy Benson. **Guests:** Tom Knapp, Dupuytren patient and board member, Dupuytren Foundation; Dr. Charles Eaton, hand surgeon and Executive Director, Dupuytren Foundation

**Compliance issues covered:** health care; disabilities; chronic disease; genetics

**Links for more information:** [www.4dup.com](http://www.4dup.com)

**Program Log for *Radio Health Journal***

**Program** 19-04      **Producers** Reed Pence, Polly Hansen  
**Air Week** 01/27 – 02/02/2019      **Production Director** Jason Dickey

**Time**      **Segment** **Dur.**

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**2:02**      **SEGMENT 1: RETHINKING ANTIBIOTICS** **12:19**

**Synopsis:** Since the introduction of antibiotics in World War II, doctors have prescribed courses of treatment that typically ran longer than necessary. Bacterial resistance is forcing a reevaluation, shortening courses sometimes to just a few days and even prompting doctors to advise not using all pills if patients feel better.

**Host:** Reed Pence. **Guests:** Dr. Brad Spellberg, Chief Medical Officer, Los Angeles County-Univ. of Southern California Medical Center; Dr. William Schaffner, infectious disease specialist, Vanderbilt Univ. Medical Center; Dr. Louis Rice, Chairman, Dept. of Medicine, Warren Alpert Medical School, Brown Univ.

**Compliance issues covered:** health care; public health; technology; infectious disease; societal issues

**Links for more information:** <http://keck.usc.edu/faculty/brad-spellberg/>;  
<https://news.brown.edu/articles/2010/06/rice>;  
<https://medschool.vanderbilt.edu/health-policy/person/william-schaffner-md>

**15:23**      **SEGMENT 2: THE EARLY DAYS OF HORMONES** **7:39**

**Synopsis:** Hormones were unknown until a little more than 100 years ago, and experts admit we still have a lot to learn. An expert author details the discovery of hormones and how our growing knowledge has shaped treatment of many diseases and conditions.

**Host:** Karen Hand. **Guest:** Dr. Randi Hutter Epstein, Yale Univ., Columbia Univ., and author, *Aroused: The History of Hormones and How They Control Just About Everything*

**Compliance issues covered:** health care; public health; technology; hormones

**Link for more information:** <http://randihutterepstein.com>

**Program Log for Radio Health Journal**

**Program** 19-05      **Producer** Reed Pence  
**Air Week** 02/03 – 02/09/2019      **Production Director** Jason Dickey

<b>Time</b>	<b>Segment</b>	<b>Dur.</b>
2:02	SEGMENT 1: TALKING TO YOUR BABY	11:25

**Synopsis:** Scientists have discovered that the way parents talk to their infants has a huge effect on their intellectual development and later success. Experts discuss why and how parents should hold "conversations" with their babies.

**Host:** Reed Pence. **Guests:** Dr. Anne Fernald, Assoc. Prof. of Psychology, Stanford Univ.; Dr. Kimberly Noble, Assoc. Prof. of Pediatrics, Columbia Univ.

**Compliance issues covered:** youth at risk; education; family and parenting issues; economics

**Links for more information:** <https://web.stanford.edu/group/langlearninglab/cgi-bin/>;  
<http://www.columbia.edu/cu/needlab/>

14:29	SEGMENT 2: SUPERSTITIONS IN SPORTS	7:39
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**Synopsis:** Professional athletes are among the most superstitious of all people. While we may be tempted to think these rituals have no effect on performance, psychologists say that if an athlete believes it helps, then it actually does. Experts explain how superstitions work in sports and in life.

**Host:** Karen Hand. **Guests:** Dr. Stuart Vyse, author, *Believing In Magic: The Psychology of Superstition*; Dr. Alex Lickerman, author, *The Undefeated Mind*

**Compliance issues covered:** sports and society; psychology

**Links for more information:** <https://stuartvyse.com/>;  
<http://alexlickerman.com/bio/>

**Program Log for Radio Health Journal**

**Program** 19-06      **Producers** Reed Pence, Polly Hansen  
**Air Week** 02/10 – 02/16/2019      **Production Director** Jason Dickey

<b>Time</b>	<b>Segment</b>	<b>Dur.</b>
2:02	<b>SEGMENT 1: XENOTRANSPLANTATION—ORGANS FROM OTHER SPECIES</b>	<b>13:07</b>

**Synopsis:** After attempts to use non-human primates as a source of scarce organs for transplant, doctors have turned to pigs for a variety of reasons. They're now making great progress against the largest hurdle—rejection. One of the world's foremost xenotransplantation experts discusses how the process might work and what the future might look like for millions of potential organ and tissue recipients.

**Host:** Reed Pence. **Guest:** Dr. David Cooper, Prof. of Surgery, Univ. of Alabama at Birmingham and Co-Director, UAB Xenotransplantation Program

**Compliance issues covered:** technology; organ shortages; health care; medical ethics; youth at risk; surgery

**Links for more information:** <https://www.uab.edu/medicine/surgery/transplantation/faculty/cooper>

16:11	<b>SEGMENT 2: WHAT DETERMINES OUR FOOD PREFERENCES?</b>	<b>6:53</b>
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**Synopsis:** Scientists are discovering that our food preferences are much more than a matter of taste, and that taste itself is more complicated than we thought. Psychology also plays a role. An expert discusses what determines preferences, such as why some people like jalapeno peppers & black coffee, and some don't.

**Host:** Karen Hand. **Guest:** Dr. Rachel Herz, Adjunct Asst. Prof. of Psychiatry and Human Behavior, Brown Univ., and author, *Why You Eat What You Eat: The Science Behind Our Relationship With Food*

**Compliance issues covered:** food and nutrition; technology

**Links for more information:** <https://www.rachelherz.com>

**Program Log for Radio Health Journal**

**Program** 19-07      **Producers** Reed Pence, Polly Hansen  
**Air Week** 02/17 – 02/23/2019      **Production Director** Jason Dickey

**Time**      **Segment** \_\_\_\_\_ **Dur.**

**2:03**      **SEGMENT 1: WHEN LAW ENFORCEMENT AND TRAUMA CARE COLLIDE**      **12:44**

**Synopsis:** Many patients arrive in the emergency room as a result of violence or car crashes—events in which police have an investigative interest. Sometimes, police needs clash with trauma care, and priorities are hashed out case by case. Experts discuss which priorities come first and when, and the procedures needed to smooth out sometimes contentious interaction.

**Host:** Reed Pence. **Guests:** Dr. Sara Jacoby, Asst. Prof. of Family and Community Health, Univ. of Pennsylvania School of Nursing; Dr. Michael Gerardi, emergency physician and Past President, American College of Emergency Physicians.

**Compliance issues covered:** police, law enforcement, criminal justice; medical ethics; public health and safety; trauma; stigma

**Links for more information:** <https://www.nursing.upenn.edu/live/profiles/15175-sara-f-jacoby>;  
<http://www.ema.net/michael-gerardi.html>

**15:49**      **SEGMENT 2: WHEN DOES GENETIC ENGINEERING GO TOO FAR?**      **7:10**

**Synopsis:** Advancements in genetic science are often clouded in ethical controversy. Often, scientists are accused of “playing God.” Experts discuss a new platform where scientists and public can debate it, and from which education can be disseminated.

**Host:** Nancy Benson. **Guest:** Dr. Ting Wu, Prof. of Genetics, Harvard Medical School

**Compliance issues covered:** health care; technology; medical/research ethics; education; religion; genetics; genetic engineering; history of science/medicine; societal issues

**Links for more information:** <http://pged.org>



**Program Log for *Radio Health Journal***

**Program** 19-08                      **Producer** Reed Pence  
**Air Week** 02/24 – 03/02/2019    **Production Director** Jason Dickey

<b>Time</b>	<b>Segment</b>	<b>Dur.</b>
2:02	<b>SEGMENT 1: VETERINARIAN SUICIDE</b>	12:34

**Synopsis:** A new CDC report shows that suicide among veterinarians is much higher than in the general population. Experts discuss the unique stresses that affect these professionals, including financial, compassion fatigue, euthanasia, and online harassment. They also discuss measures being taken to prevent mental health struggles and suicide.

**Host:** Reed Pence. **Guests:** Dr. Jason Sweitzer, veterinarian, Thousand Oaks, CA, and board member, Not One More Vet; Dr. Debbie Stoewen, Director of Veterinary Affairs, Lifelearn Animal Health

**Compliance issues covered:** pets and people; mental health; mental illness; suicide; internet harassment; economics; euthanasia; gender issues; societal issues

**Links for more information:** <https://www.nomv.org/admins.html>;  
<https://www.lifelearn.com/about-lifelearn/>

15:38	<b>SEGMENT 2: HOW FAR HAVE WE COME?</b>	7:09
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**Synopsis:** In the mid-1960's, many Ivy League and Seven Sister colleges as well as prestigious prep schools allowed researchers to photograph incoming students naked as part of work on a now-discredited theory linking physical characteristics to leadership potential. A former student who went through it, now a physician and writer, discusses how research ethics have changed in the last 50 years.

**Host:** Nancy Benson. **Guest:** Dr. David Sklar, Prof. of Health Solutions, Arizona State Univ. and author, *Atlas of Men*

**Compliance issues covered:** education; research ethics; sexual abuse; informed consent; trauma; history of science/medicine; stigma; stereotypes; societal issues

**Links for more information:** <https://davidpsklar.com/author-bio/>

**Program Log for *Radio Health Journal***

**Program** 19-09                      **Producer** Reed Pence  
**Air Week** 03/03 – 03/09/2019    **Production Director** Reed Pence

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:03	SEGMENT 1: SILENT HEART ATTACK	12:37

**Synopsis:** Heart attacks that produce few if any symptoms may be mistaken for indigestion or simple malaise, but they can be more serious than heart attacks that bring crushing pain because they often don't bring a victim to the hospital for lifesaving help. Experts discuss.

**Host:** Reed Pence. **Guests:** Dr. Martha Gulati, cardiologist, Univ. of Arizona and Editor-in-Chief, American College of Cardiology patient education initiative, [Cardiosmart.org](http://Cardiosmart.org); Dr. Robert Vogel, Prof. of Medicine and Cardiology, Univ. of Colorado and co-author, *The Pritikin Edge*

**Compliance issues covered:** consumerism; health care; public health; heart disease/cardiovascular health; stereotypes

**Links for more information:** <https://www.cardiosmart.org>;  
<http://books.simonandschuster.com/The-Pritikin-Edge/Robert-A-Vogel/9781416580911>

15:42	SEGMENT 2: WHEN CHRONICALLY ILL KIDS GROW UP	7:20
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**Synopsis:** Children with serious chronic diseases often have a tough time transitioning from pediatric care, which has much support built in, to adult care, which has to be managed by the patient. Experts discuss how parents can make it easier with a gradual transition.

**Host:** Nancy Benson. **Guests:** Dr. Maria Ferris, pediatric nephrologist and Assoc. Prof. of Pediatrics and Medicine, Univ. of North Carolina-Chapel Hill; Dr. Miranda Van Tilburg, gastroenterologist, hematologist, and Assoc. Prof. of Medicine, Univ. of North Carolina-Chapel Hill

**Compliance issues covered:** health care; youth at risk; parenting issues; chronic disease/illness; mental health

**Links for more information:**<http://unckidneycenter.org/about/directory/maria-ferris>;  
<https://www.med.unc.edu/ibs/about-us/faculty-biographies/miranda-van-tilburg-phd>

**Program Log for Radio Health Journal**

**Program** 19-10                      **Producer** Reed Pence  
**Air Week** 03/10 – 03/16/2019      **Production Director** Jason Dickey

<b>Time</b>	<b>Segment</b>	<b>Dur.</b>
2:03	<b>SEGMENT 1: FIBBING TO YOUR DOCTOR</b>	<b>12:36</b>

**Synopsis:** New surveys show that as many as 80 percent of people omit information, stretch the truth or outright lie to their doctors. Experts discuss why it happens, consequences, and methods that might reduce the amount of less-than-truthful answers to doctors' questions.

**Host:** Reed Pence. **Guests:** Dr. Andrea Gurmankin Levy, Assoc. Prof. of Psychology, Middlesex Community College; Dr. Maricela Moffitt, Prof. of Medicine and Director, Doctoring Curriculum, Univ. of Arizona College of Medicine–Phoenix

**Compliance issues covered:** health care; consumerism; public health; education; stigma; societal issues

**Links for more information:** <https://mxcc.edu/bios/andrea-levy/>;  
<http://phoenixmed.arizona.edu/directory/bios/moffitt>

15:41	<b>SEGMENT 2: THE EFFECTS OF WORKPLACE FATIGUE</b>	<b>7:15</b>
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**Synopsis:** Fatigue in the workplace carries enormous costs in loss of productivity and injury. Experts are beginning to measure its precise effects in real time using wearable motion sensors, with some surprising results that will shape solutions. An expert who has studied this shares insights.

**Host:** Nancy Benson. **Guest:** Dr. Lora Cavuoto, Assoc. Prof. of Industrial and Systems Engineering, Univ. at Buffalo

**Compliance issues covered:** manufacturing; workplace safety; workplace injuries; economics; societal issues

**Links for more information:** <http://engineering.buffalo.edu/industrial-systems/people/faculty-directory/cavuoto-lora.html>

**Program** 19-11                      **Producer** Reed Pence  
**Air Week** 03/17 – 03/23/2019      **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:02	SEGMENT 1: RECRUITING PATIENTS FOR CANCER CLINICAL TRIALS	12:45

**Synopsis:** Clinical trials drive medical advancement, but cancer clinical trials seldom meet their goals in recruiting patients. Experts discuss causes, consequences, and actions being taken to meet needs.

**Host:** Reed Pence. **Guests:** Dr. David Ahern, Director, Program in Behavioral Informatics and EHealth, Brigham & Women’s Hospital, Asst. Prof. of Psychology, Harvard Medical School, and co-author, *Oncology Informatics: Using Health Information Technology to Improve Processes and Outcomes in Cancer*; Dr. Bradford Hesse, Chief of Health Communication Informatics, National Cancer Institute and co-author, *Oncology Informatics: Using Health Information Technology to Improve Processes and Outcomes in Cancer*; Dr. Julie Brahma, Co-Director, Upper Aerodigestive Department, Bloomberg–Kimmel Institute for Cancer Immunotherapy, and Professor of Oncology, Johns Hopkins School of Medicine

**Compliance issues covered:** health care; public health; federal government; minority affairs and discrimination; cancer treatment; clinical trials; societal issues

**Links for more information:** <https://www.elsevier.com/books/oncology-informatics/hesse/978-0-12-802115-6>

15:49	SEGMENT 2: ALL ABOUT HANGOVERS	7:04
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**Synopsis:** On St. Patrick’s Day—one of the biggest drinking holidays of the year—an expert discusses why hangovers occur and what might work to prevent them and recover from them.

**Host:** Nancy Benson. **Guest:** Dr. Laura Veach, licensed clinical addiction specialist and Assoc. Prof. of Surgery, Wake Forest Univ. School of Medicine

**Compliance issues covered:** consumerism; substance and alcohol use disorder

**Links for more information:** <http://www.wakehealth.edu/Faculty/Veach-Laura-J.htm>

**Program Log for Radio Health Journal**

**Program** 19-12                      **Producer** Reed Pence  
**Air Week** 03/24 – 03/30/2019      **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:04	SEGMENT 1: KNEE REPLACEMENTS	13:45

**Synopsis:** Knee replacements are successful for 80 percent of recipients, yet many assume the success rate should be higher. Those who are not successful often are bitterly disappointed. However, patients and physicians can take steps to avoid a bad result. New techniques also offer much faster recovery. Experts discuss.

**Host:** Reed Pence. **Guests:** Dr. Dan Riddle, Prof. of Physical Therapy, Orthopedic Surgery and Rheumatology, Virginia Commonwealth Univ.; Dr. James Rickert, President, Society for Patient Centered Orthopedics; Dr. Richard Berger, Asst. Prof. of Orthopedics, Rush Univ.

**Compliance issues covered:** health care; public health; economics; technology; surgery

**Links for more information:** <https://pt.chp.vcu.edu/facultystaff/daniel-riddle-pt-phd-fapta.html>;  
<https://www.thepatientfirst.org/who-we-are.html>;  
<https://outpatienthipandknee.com>

16:51	SEGMENT 2: TAKING BODY BASICS SERIOUSLY	6:05
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**Synopsis:** Many people have questions about their bodies that seem so silly, they never bring them up with their doctors. While the answers are sometimes humorous, often they are more complicated and important than we imagine. An expert physician/writer discusses.

**Host:** Nancy Benson. **Guest:** Dr. James Hamblin, Senior Editor, Atlantic Magazine and author, *If Our Bodies Could Talk: A Guide to Operating and Maintaining A Human Body*

**Compliance issues covered:** consumerism; education; health care; stigma; stereotypes; societal issues

**Links for more information:** <http://www.jameshamblin.com>

**Program Log for Radio Health Journal**

**Program** 19-13      **Producers** Reed Pence, Polly Hansen  
**Air Week** 03/31 – 04/06/2019      **Production Director** Jason Dickey

<u>Time</u>	<u>Segment</u>	<u>Dur.</u>
2:04	SEGMENT 1: "DIFFICULT" PATIENTS: QUESTIONING AUTHORITY	10:53

**Synopsis:** Patients used to accept doctors' orders without question. Today, more are asking questions and challenging their doctors' opinions. However, even those who do it politely are likely to be labeled "difficult." A doctor whose late wife nearly made a career of being a difficult patient discusses how patients can do it respectfully and fruitfully.

**Host:** Reed Pence. **Guest:** Dr. William Steinbach, Prof., Chief of Pediatrics & Infectious Diseases, Duke Univ.

**Compliance issues covered:** health care; public health; consumerism; education; stereotypes; stigma

**Links for more information:**

<http://content.healthaffairs.org/content/27/5/1416.full>;  
<https://pediatrics.duke.edu/faculty/william-j-steinbach-md>

13:59	SEGMENT 2: THE RISING TIDE OF RUDENESS	8:53
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**Synopsis:** Studies show a rudeness epidemic in the US, and that people are profoundly affected when they experience or even witness it occurring to someone else. Two experts discuss.

**Host:** Nancy Benson. **Guests:** Dr. Amir Erez, Prof. of Management, Warrington College of Business, Univ. of Florida; Dr. Christine Porath, Assoc. Prof. of Management, McDonald School of Business, Georgetown Univ., and author, *Mastering Civility: A Manifesto for the Workplace*

**Compliance issues covered:** business and industry; psychology; consumerism; mental health; societal issues

**Links for more information:** <http://warrington.ufl.edu/contact/profile.asp?WEBID=2057>;  
<http://www.christineporath.com>