

Cambridge University Press

978-0-521-89551-4 - Incivility: The Rude Stranger in Everyday Life

Philip Smith, Timothy L. Phillips and Ryan D. King

Table of Contents

[More information](#)

Contents

<i>List of figures and tables</i>	<i>page</i> viii
<i>Preface and acknowledgements</i>	xi
1 Redirecting incivility research	1
2 The fundamentals of the incivil encounter	23
3 Everyday incivility and the everyday round	41
4 Emotions and sequences	66
5 Gender, age and class: divergent experiences?	83
6 After the event: coping, avoiding and changing	105
7 General attitudes towards the stranger: exploring fear and trust	129
8 How to confront incivility	160
9 Twenty questions and answers	193
<i>References</i>	202
<i>Index</i>	214