



A YBC “Ten Minute Training”

Topic: “To Be or Not To Be – Courteous”
(a discussion about the importance of courtesy at work)

Key Points:

1. Common courtesies are disappearing faster than the dinosaurs. Look at the increase in violence in our societies.
2. In almost every culture good manners and common courtesies are used as a measure of a person’s sophistication and maturity.
3. In almost every book on communication, sales, negotiations or relationships they recommend first building a rapport with the other person by showing respect and courtesy.
4. We expect you to be courteous to our customers, so let’s decide what that should look like.

Discussion Questions:

1. What do the terms “Good Manners” and “Courtesy” mean to you?
2. How do you feel when someone insults you or is rude to you?
3. Tell me why courtesy would be important here in our working environment?
4. What can we do to improve the courtesies we show to each other and our customers?

Activity:

With partners or in teams discuss some experiences you have had with people who were very discourteous to you as well as situations where someone was overly courteous to you. How did they make you feel?

Homework:

During your day-to-day activities watch for examples of courteous and discourteous behavior, make some mental notes of what works for you and what doesn’t. Come back to our next meeting with some examples of both to discuss with everyone else.

Follow-up:

Suggested reading:

Forni, P.M. “Choosing Civility: The Twenty-Five Rules of Considerate Conduct” 2002

Post, Peggy “Emily Post’s Etiquette” 16th Edition 1997