



**MiniManners™ ...Series 1**

***I See Rude People***

**Companion Workbook**

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## Workbook Objectives

- To identify behaviors that are or aren't needed to encourage a kinder, more polite society
- Self-assess your own behaviors that you want to work on to up your courtesy brand
- Determine what you can and can't control...it's very liberating to understand that
- Provide strategies to develop new, easy-to-follow habits of courtesy

## Design Your Own Roadmap



## Step 1: Yes or No...what do we need?

- Does society (including yourself) need more patience? Yes/No
- Does society need more habitual thoughtfulness? Yes/No
- Do courteous behaviors stand out and resonate with you? Yes/No
- Do you believe good manners have a positive ripple effect? Yes/No
- Do you recognize and acknowledge people when they say, "Thank you, " or "Excuse me"? Yes/No

**YES...or...**



## Step 2: How You View **YOU!**

- Start observing your daily habits that demonstrate your courtesy and thoughtfulness (emails, greetings, RSVPs, word choices)
- Showcase your best even when having a not-so-great day...
- Listen to your tone of voice...do you sound welcoming?
- Be aware of your body language, especially your facial expression(s)
- Avoid communication self-sabotage by coming across as impatient or dismissive when busy
- Be present, focused, and accountable to allow for more intentional courtesy opportunities...

**ME**

**ME**

**ME**

## Step 3: You can only control yourself!

You control your response to negative, rude behavior; lead the way by demonstrating self-regulation. You can't change others, but you can certainly influence with your example!

What are some bad behaviors that trigger you, and how do you respond?

- 1.
- 2.
- 3.

## Step 4: It's all about having the best **habits!**

- Don't hesitate as you lead with courtesy, even when others don't...
- Make daily notes (maybe journal) of kindness opportunities...they are everywhere, all day long!
- Even with the most rude people, try not to judge...who knows what they might be going through!

