

# MANNERS MONDAY

## SCOPE AND SEQUENCE – ALL AUDIENCES

TOPIC	MESSAGE	TIME
Be on Time	Know when you are expected, plan accordingly, and communicate if you know you're not going to make it on time.	1:29
Greeting People	Acknowledge the presence of people. Use their name and make eye contact.	1:11
Introducing People	Speak first to the person you want to honor or with the person closest in relation to you.	1:52
Posture	Stand straight, shoulders back, and head up to receive the person in front of you.	1:17
Sitting Posture	Sit with your back to the chair. Women, knees together. Men, don't let your knees extend beyond the width of your chair. Pay attention to your hands. Don't cross your arms.	1:02
Entering and Existing a Room	Let people exit first before you enter.	1:07
Handshakes	Shake their whole hand, don't pump, use a firm grip, but also adjust to the person.	1:08
Don't Interrupt	Stop and listen—actually listen. If you interrupt, stop, apologize, and let the other person finish.	1:18
Conversation Starters	Warm up a conversation with a nonthreatening topic. Begin with a common interest or something about the last time you spoke.	1:24
Serving Food	Family style is when the food is being passed around the table. Buffet style is when you dish up your food away from the table and come and sit down. Wait until all or most people around you have gotten their food before you begin eating.	1:18
Eating Basics Part 1	Try not to be distracting. Don't talk with your mouth full, and don't chew with your mouth open. Don't dramatically alter the size of your mouth when you eat.	1:33
Eating Basics Part 2	Moderation—just stay in the middle. Not too much, not too little.	1:04
Hors d'Oeuvres	Don't double dip chips or toothpicks. Choose one thing to hold in your left hand and keep your right one free for handshakes.	1:27
Fork and Knife Etiquette	Two acceptable styles: Continental style and European style.	1:20
Saying "Thank you"	When in doubt, say thank you. You really can't have too much gratitude. Be specific and say what you are grateful for.	1:09
Writing Thank-You Notes	4 days, 4 lines, 4 minutes.	2:07
When to Say, "Thanks"	When someone gives you something, someone arranges something for you, or you are invited into someone's home.	1:36
Making Phone Calls	Think about appropriate times. Identify yourself. Say why you are calling and ask if this is a good time to talk.	1:58

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Answering the Phone	Be welcoming in your greeting. If the person is not there, ask if you can take a message for him or her.	1:58
Phone Etiquette	The person who makes the call ends the call. Be aware of the people around you as you are speaking on the phone.	1:36
Video Calls	Choose a good background, have the camera at the right level, and test the volume first. Make sure your camera is appropriately on or off. Mute yourself when you are not talking.	1:38
Email Etiquette	Use complete sentences, and punctuation—like a letter. Don't write your message in the subject line.	1:42
Tone of Communication	Speak clearly. Your tone is the only body language you can give when speaking or texting on the phone. Ask yourself, "Would I say this if I were speaking in person?"	2:20
Common Courtesy	Look around and see how you can help. Notice people around you and their needs.	1:23
Chivalry	Gentlemen, chivalry is still needed, not just for your girlfriend but towards all women.	1:19
Shopping Etiquette	Don't treat people like robots. Let people know if you knocked something down. Thank the people who work there.	1:25
Manners at the Movies	Be discrete; don't be noticeable. Turn off your phone. Clean up after yourself.	1:37
Courteous Driving	Think about how you are affecting other drivers. Practice patience and kindness.	2:25
Church Etiquette	Be timely, dress appropriately, turn off your phone, and don't chat until you get outside.	1:26
At Sports Games	Don't be disruptive, avoid foul language, and don't be aggressive.	1:29
Library Etiquette	Be mindful of other people and be quiet, even with your snacks. Check out your books.	1:54
Everyday Etiquette	Be polite when yawning, sneezing, and coughing and avoid spreading germs.	1:29
Tourist Etiquette	Be aware and respectful of others and the local culture.	2:14
Parks and Trails	Pick up after yourself and follow the park rules and right of way on trails.	1:06
Patriotic Etiquette	Stand when a flag is passing you. Make sure you retire a flag properly when it is tattered. Don't fly it at night unless it is illuminated.	1:48