

## Assertive Communication

Communicating assertively means clearly and calmly expressing what you want without either being too passive or too aggressive. Learning to communicate assertively doesn't guarantee you will have your needs met but it makes it more likely, and it can improve your relationships with other people.



Thinking your needs don't matter at all	Recognising that your needs matter as much as anyone else's	Thinking that only your needs matter
Give in	Compromise	Take
Not talking, not being heard	Talking and listening	Talking over people
Trying to keep the peace	Making sure things are fair - for you and others	Looking out for yourself
Allowing yourself to be bullied	Standing up for yourself	Bullying others
Not saying what you think, or not saying anything	Express your point clearly and confidently	Can lead to shouting, aggression or violence
Damages relationships - other people respect you less	Enhances relationships - other people know where they stand	Damages relationships - other people don't like aggression
Damages your self-esteem	Builds your self-esteem	Damages others self-esteem

### Tips for communicating assertively

Use "I" statements

Be clear and direct:

*"I would like you to give me a refund"*

*"I think what you have done is good, but I would like to see more of..."*

Describe how another person's *behaviour* makes you *feel*

This makes other people aware of the consequences of their actions:

*"When you raise your voice it makes me scared ... I would like you to speak softly"*

*"When you don't tell me what you are feeling it makes me confused"*

Stick to your guns - the broken record technique

This involves thinking about what you want, preparing what you might say, then repeating it as necessary:

*"I would like a refund ... Yes, but I would still like a refund ... I've heard what you have said but I still want a refund"*

Name \_\_\_\_\_ Date \_\_\_\_\_

## **Communication**

1. How well do you communicate your thoughts and feelings to others?
2. What do you enjoy about speaking?
3. What areas do you feel comfortable talking about?
4. What gives you this level of comfort?
5. Would this work when you speak about unfamiliar or uncomfortable topics?
6. What would you need in place to make that happen?

## Quotes About Communication

"A man's character may be learned from the adjectives which he habitually uses in conversation."

~Mark Twain

"Electric communication will never be a substitute for the face of someone who with their soul encourages another person to be brave and true."

~Charles Dickens

"Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people."

~Jim Rohn

"To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."

~Tony Robbins

"The most important thing in communication is hearing what isn't said."

~Peter Drucker

## Cultivating Social Intelligence

Developing "people smarts"

Published on September 4, 2012 by Michael W. Austin in [Ethics for Everyone](#)



I am currently reading a book by philosopher Nancy Snow, *Virtue as Social Intelligence*. This small volume is packed with insight, and nicely combines philosophical argument with psychological data. As I read through one of the chapters today I was struck by a few points Snow offers related to developing social intelligence.

First, however, we need to consider what social intelligence is. In general, social intelligence can be defined as the knowledge, cognitive abilities, and affections (e.g. *empathy*) which enable us to successfully navigate the social world. Or, more colloquially, social intelligence is "people smarts." Social intelligence enables us to live well in the social domain. The socially intelligent individual is able to pick up on certain social cues, is self-aware, and has appropriate cognitive and emotional capacities for interacting with others. She has social expertise. Social intelligence is also connected to life tasks such as parenting, romantic, and work. It is crucial that we develop social intelligence if we want to flourish and achieve many important life goals related to these tasks.

How can we cultivate social intelligence? Snow offers some examples of practical steps that we can take.

***First, we can develop attentiveness to other people.*** When one is self-absorbed and oblivious to others, it will not be possible to participate fully in social life. Cultivating this sort of attentiveness is an essential first step for becoming socially intelligent.

***Second, we can learn how to interpret the cues we receive from other people.*** To understand the flow of interpersonal dynamics and be in sync with others in social settings, we need to have and use the ability to interpret facial expressions, language, and relevant cultural factors. As Snow points out, if I wish to get along with my neighbors who have recently emigrated from another nation, I should try to learn a bit about their culture so as to avoid inadvertently offending them. The socially intelligent person can also read others, and ascertain when such states as confusion, anger, or joy are present.

***Third, we can monitor our own reactions in social situations.***

Someone who has a tendency to blurt out whatever comes to mind can end up in trouble during a sensitive conversation at home or work. The socially intelligent person will tend to give more measured responses in such situations, and this will in turn help these interactions to go more smoothly than they otherwise would.

Some of us are socially intelligent in certain domains, but not others. Perhaps we need to cultivate more empathy in our interactions with co-workers. Or perhaps we need to be more empathetic with a spouse or child. I tend to be too empathetic as a teacher, and have to be intentional about being tougher on my students when this is required to help them develop their potential and fulfill their academic responsibilities. Whatever our individual strengths and weaknesses regarding social intelligence, intentionally cultivating it will help our lives, and the lives of those around us, go better.

<https://www.psychologytoday.com/blog/ethics-everyone/201209/cultivating-social-intelligence>

# Etiquette Guide - United States Dining Etiquette Guide

Table manners play an important part in making a favorable impression. They are visible signals of the state of our manners and therefore are essential to professional success. The point of etiquette rules is to make you feel comfortable - not uncomfortable.

## How to use napkins:

As soon as you are seated, remove the napkin from your place setting, unfold it, and put it in your lap. Do not shake it open. If you excuse yourself from the table, loosely fold the napkin and place it to the left or right of your plate. Do not refold your napkin or wad it up on the table either. Never place your napkin on your chair. At the end of the meal, leave the napkin semi-folded at the left side of the place setting.

## When to start eating:

### In a restaurant:

Wait until all are served at your table before beginning to eat.

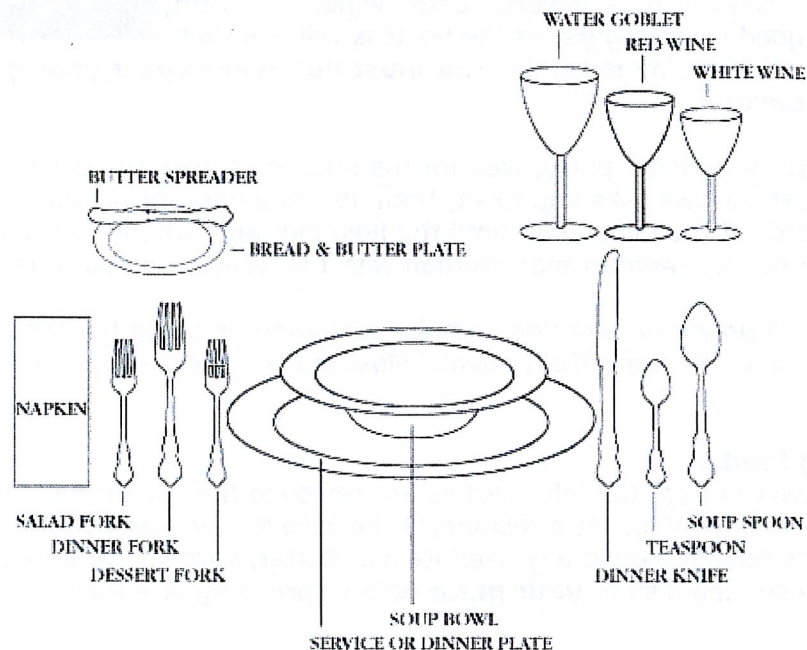
### At a private dinner party:

When your host or hostess picks up their fork to eat, then you may eat. Do not start before this unless the host or hostess insists that you start eating.

## How to use your silverware and dinnerware:

Dinner Setting Photo  
by [Replacement, Ltd.](#)

Use the silverware farthest from your plate first. Here's the Silverware and dinnerware rule: **Eat to your left, drink to your right. Any food dish to the left is yours, and any glass to the right is yours.**



Starting with the knife, fork, or spoon that is farthest from your plate, work your way in, using one utensil for each course. The salad fork is on your outermost left, followed by your dinner fork. Your soup spoon is on your outermost right, followed by your beverage spoon, salad knife and dinner knife. Your dessert spoon and fork are above your plate or brought out with dessert. **If you remember the rule to work from the outside in, you'll be fine.**

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## Use one of two methods when using the fork and knife:

**American Style:** Knife in right hand, fork in left hand holding food. After a few bite-sized pieces of food are cut, place knife on edge of plate with blades facing in. Eat food by switching fork to right hand (unless you are left handed). A left hand, arm or elbow on the table is bad manners.

**Continental/European Style:** Knife in right hand, fork in left hand. Eat food with fork still in left hand. The difference is that you don't switch hands-you eat with your fork in your left hand, with the prongs curving downward. Both utensils are kept in your hands with the tines pointed down throughout the entire eating process. If you take a drink, you do not just put your knife down, you put both utensils down into the resting position: cross the fork over the knife.

## General Social and Dining Etiquette Rules:

**Dress Code:** Follow whatever dress code is requested on the invitation or suggested by the host/hostess.

**Arrival:** Arrive at least 10 minutes early unless otherwise specified. **Never arrive late!**

**Hostess Gift:** It is proper to bring a small hostess gift, one that the hostess is not obliged to use that very evening. Gifts such as flowers, candy, wine, or dessert, are not good hostess gifts, as the hostess will feel that it must put it out immediately. **You must not ever expect your gift to be served at the dinner party.**



**Seating:** At a dinner party, wait for the host or hostess sits down before taking your seat. If the host/hostess asks you to sit, then do. At a very formal dinner party, if there are no name cards at the table, wait until the host indicates where you should sit. The seating will typically be man-woman-man-woman with the women seated to the right of the men.

**Prayer:** A prayer or 'blessing' may be customary in some households. The dinner guests may join in or be respectfully silent. Most prayers are made by the host before the meal is eaten.

### Serving food:

Food is served from the left. Dishes are removed from the right. Always say please when asking for something. At a restaurant, be sure to say thank you to your server and bus boy after they have removed any used items. Butter, spreads, or dips should be transferred from the serving dish to **your plate** before spreading or eating.

### Passing dishes or food:

Pass food from the left to the right. Do not stretch across the table, crossing other guests, to reach food or condiments. If another diner asks for the salt or pepper, **pass both together**, even if a table mate asks for only one of them. This is so dinner guests won't have to search for orphaned shakers. Set any passed item, whether it's the salt and pepper shakers, a bread basket, or a butter plate, **directly on the table** instead of passing hand-to-hand. **Never intercept a pass.** Snagging a roll out of the breadbasket or taking a shake of salt when it is en route to someone else is a no-no. Always **use serving utensils** to serve yourself, not your personal silverware.

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## Eating:

**Do NOT talk with food in your mouth!** This is very rude and distasteful to watch! Wait until you have swallowed the food in your mouth. Always taste your food before seasoning it. Usually the hostess has gone to a lot of work making sure the food served is delicious to her standards. **It is very rude to add salt and pepper before tasting the food.** Don't blow on your food to cool it off. If it is too hot to eat, take the hint and wait until it cools. Always scoop food, using the proper utensil, **away from you.** Cut only enough food for the next mouthful (**cut no more than two bites of food at a time**). Eat in small bites and slowly.

Do eat a little of everything on your plate. If you do not like the food and feel unable to give a compliment, **just keep silent.** It is acceptable to leave some food on your plate if you are full and have eaten enough. If the food served is not to your liking, it is polite to at least attempt to eat a small amount of it. It is never acceptable to ask a person why they have not eaten all the food. Don't make an issue if you don't like something or can't eat it - **keep silence.**

Even if you have dietary restrictions, it is **inappropriate** to request food other than that which is being served by the host at a private function. If you have serious dietary restrictions or allergies, let your host know in **advance of the dinner.**

Do not "play with" your food or utensils. Never wave or point silverware. Do not hold food on the fork or spoon while talking, nor wave your silverware in the air or point with it. Try to **pace your eating** so that you don't finish before others are halfway through. If you are a slow eater, try to speed up a bit on this occasion so you don't hold everyone up. Never continue to eat long after others have stopped.

## Table Manners:

Keep elbows off the table. Keep your left hand in your lap unless you are using it. Do not talk with your mouth full. Chew with your mouth closed. Guests should do their best to mingle and make light conversation with everyone. **Do not talk excessively loud.** Give others equal opportunities for conversation. Talk about cheerful, pleasant things at the table.

Loud eating noises such as slurping and burping are very impolite. **The number one sin of dinner table etiquette!** Do not blow your nose at the dinner table. Say "Excuse me," or "I'll be right back," before leaving the table. **Do not say that you are going to the restroom.** Excuse yourself to visit the restroom. Wash your hands before returning to the dining room. If you cough, cover your mouth with your napkin to stop the spread of germs and muffle the noise. If your cough becomes unmanageable, excuse yourself to visit the restroom. Wash your hands before returning to the dining room.

**Turn off your cell phone or switch it to silent** or vibrate mode before sitting down to eat, and leave it in your pocket or purse. **It is impolite to answer a phone during dinner.** If you must make or take a call, excuse yourself from the table and step outside of the restaurant.

Do not use a toothpick or apply makeup at the table.

Once used, your utensils, including the handles, **must not touch the table again.** Always rest forks, knives, and spoons on the side of your plate or in the bowl. When you are finished with a course, place your utensils (silverware) used on your place in the 4:20 position.



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## **Dividing or sharing the restaurant bill with others:**

When dining with other people, if you know you are going to ask for a separate check, tell the server **before you order** so that the process is simplified later.

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## **Proper tipping etiquette in a restaurant:**

At a restaurant, always leave a tip. Tips can vary from 15% to 25%.

**Waiter:** 15% to 20% of the bill; 25% for extraordinary service

**Coat check:** \$1.00 per coat

**Car attendant:** \$2.00 to \$5.00

Remember that the amount you tip reflects the **total price before any coupons, gift certificates, etc.** Just because you get a discount, does not mean that your server did not serve up the full order. If the owner of the restaurant serves you himself, you should still tip him. He will divide the tip among those who work in the kitchen and dining room.

## **Specific food type etiquette guide:**

### **Appetizers, Hors d'oeuvres, Canapés:**

Food that is served at a cocktail party or during a pre-meal cocktail hour is intended to be eaten with the fingers. This includes olives, pickles, nuts, canapés, deviled eggs, and chips.

### **Bacon:**

Bacon can be considered finger food if it is dry, crisp, and served whole. If bacon is broken into pieces, served in thick slices, or cooked but still limp, it should be eaten with a knife and fork. The rule is simply that bacon with any fat on it should be eaten with a knife and fork.

**Berries:** Generally, eat berries with a spoon, whether they have cream on them or not.

### **Bread:**

Use your fingers to remove bread from the serving plate. When a bread and butter plate is on the table, use it appropriately. Break slices of bread, rolls and muffins in half or in small pieces never larger than one bite. Butter each bite at a time. Small biscuits do not have to be broken. It is never appropriate to cut a roll with a knife. When the rolls are served in a basket, take one, and always pass the basket to your right. Place the roll on the break plate, which is located on the left side. Never tear your roll in half or into many pieces. Use your own butter knife and the butter on your plate; buttering should be done on the plate or just above it. Use your butter knife for spreading and not as the butter server. The butter knife remains on the bread and butter plate at the end of the meal.

### **Cheese:**

**Informal Meal:** When sliced cheese is served as an accompaniment to a dish, such as apple pie, it is eaten with a fork.

**Appetizer:** If cheese is served as an appetizer, such as cubes on toothpicks, it is eaten with fingers. If served a wedge of cheese, such as on a cheese plate, a slice of cheese is cut from a wedge, placed on a cracker, and brought to the mouth with the fingers.

# **Etiquette Guide - United States Dining Etiquette Guide**

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## **Chicken:**

It once was acceptable to pick up food on a bone, such as chicken, if it could be held with two fingers. I don't recommend that you do this in a public setting. When dining at the restaurant or in a public place, chicken should always be eaten with a fork and knife. If you are at an informal barbecue, in the fast food restaurant where you bought the chicken, and/or at your own home, it is perfectly acceptable to eat chicken with your fingers.

**Chips and Dips:** If you really like the dip served, and need every part of your chip covered in it, use a spoon and place some dip on your plate. **Do not double dip!**

**Corn on the Cob:** Corn on the Cob is usually not served in a formal setting, but if it is, it is perfectly acceptable to pick it up and eat it.

**Crab, shrimp and lobster cocktails:** These are always eaten with a cocktail fork.

**Crab/lobster claws:** Crack them with a nutcracker and the meat taken out with a miniature or oyster fork.

## **French Fries:**

In a fine dining restaurant, use your knife and fork. When dining at a dinner party and the setting is very formal, you should use a fork. The best tactic is to watch what your host or hostess does, then do the same. In the vast majority of eating situations in the United States, French fries are eaten with the hands. It doesn't matter which hand. If served with a hamburger in a casual atmosphere, use your fingers and pick up a whole French Fry.

**Exception:** If they are covered with something (like cheese, gravy, chili, etc.), they are considered utensil foods (use your fork).

## **Pasta or Spaghetti:**

The perfect method for eating spaghetti or other long stringy pasta is to twirl it around your fork. Use a spoon to help if needed. It is also acceptable to cut pasta with a knife and fork. You can get some leverage by turning the pasta while holding the tines of your fork against the edge of your plate. It's even correct to neatly cut the pasta if twirling is too hard. What is undeniably bad manners is slurping in a mouthful of trailing pasta without benefit of twirl or knife. It's often loud, and it's never pretty. If possible, serve warm pasta in warm, shallow bowls instead of on dinner plates. The sides of the bowl aids in turning pasta noodles on the fork.

## **Salad:**

If you are served large pieces or a whole wedge of lettuce, cut one bite at a time, using the knife provided. If the salad is served before or after the main course, use the smaller fork. If the salad is considered the main course, use the entrée fork (large fork).

## **Sandwich:**

**Small Sandwiches:** Such as tea sandwiches or canapés, may be picked up and eaten with your fingers.

**Large Sandwiches:** If not cut in halve, should be cut with your knife before lifting and eating.

**Hot Sandwiches:** Any hot sandwich or open-face sandwich that is served with a gravy requires a knife and fork.

## Etiquette Guide - United States Dining Etiquette Guide

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**Wraps:** Such as burritos and other sandwiches in which the filling is wrapped in thin flat bread (usually tortillas or pita bread) are eaten with the hands. Any sandwich filling that falls from the sandwich to the plate is eaten with a fork.

### **Shrimp:**

**Shrimp Cocktail:** If large shrimp are served in a stemmed glass, pick them up with an oyster fork or whatever fork is provided and bite off a mouthful at a time, dipping into the sauce before each bite.

**Large Shrimp:** If large shrimp are served on a platter with sauce and no fork, pick up with your fingers, dip into sauce and put to your mouth. When eating shrimp with the tail still on, hold the shrimp by the tail and dip it into the sauce once. Eat it in one bite if it is not too large. Otherwise, eat it in two bites. Do not dunk the second bite into the sauce! Then discard the tail as you would olive pits or toothpicks.

**Deep-Fried Shrimp:** Tail-on deep-fried shrimp is meant to be eaten with the fingers.

**Skewered Shrimp:** If eating shrimp on a skewer, slide the shrimp off onto a plate (even if it is a paper plate at a cook out). Skewered shrimp should never be eaten like a corn dog.

**Oriental Dishes:** When eating shrimp with the tail that are part of some oriental dishes or fried foods, remove the tail with a fork and set to the side of your plate or on a separate "discard dish" if one is provided.

### **Soup:**

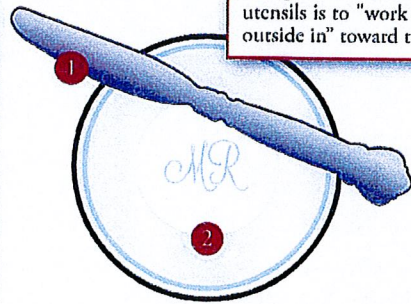
Dip the spoon into the soup, moving it away from the body, until it is about two-thirds full, then sip the liquid (without slurping) from the side of the spoon (without inserting the whole bowl of the spoon into the mouth).

It is perfectly fine to tilt the bowl slightly (again away from the body) to get the last spoonful or two of soup. To eat bread while eating your soup, don't hold the bread in one hand and your soup spoon in the other. When ready to eat a bite of your bread, place the spoon on the under plate, then use the same hand to take the bread to your mouth.

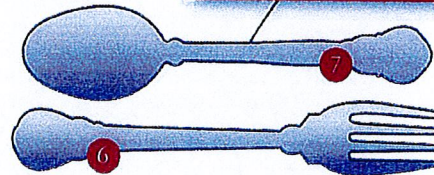
Stradley, Linda. (2014). *United States Dining Etiquette Guide*. Retrieved from <http://whatscookingamerica.net/Menu/DiningEtiquetteGuide.htm>

# HOW TO Properly SET YOUR TABLE

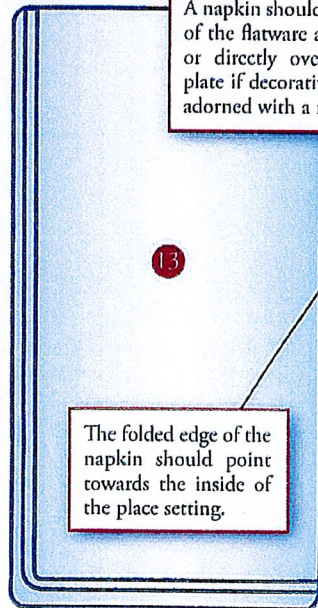
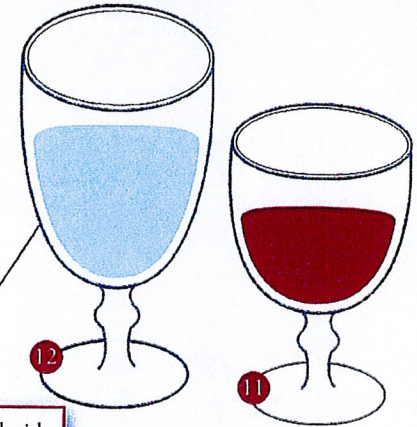
1. Butter Spreader
2. Bread Plate
3. Salad Fork
4. Dinner Fork
5. Dinner Plate
6. Dessert Spoon
7. Dessert Spoon
8. Dinner Knife
9. Salad Knife
10. Soup Spoon
11. Wine Glass
12. Water Glass
13. Cloth Napkin



The general rule when using utensils is to "work from the outside in" toward the plate.

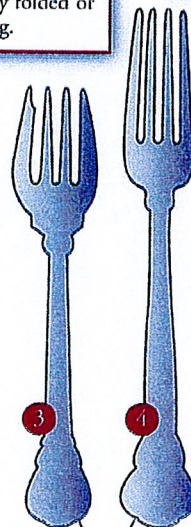


If you're using more than one spoon, such as a soup spoon and a dessert spoon, the dessert spoon (or teaspoon) can be placed horizontally at the top of the plate.



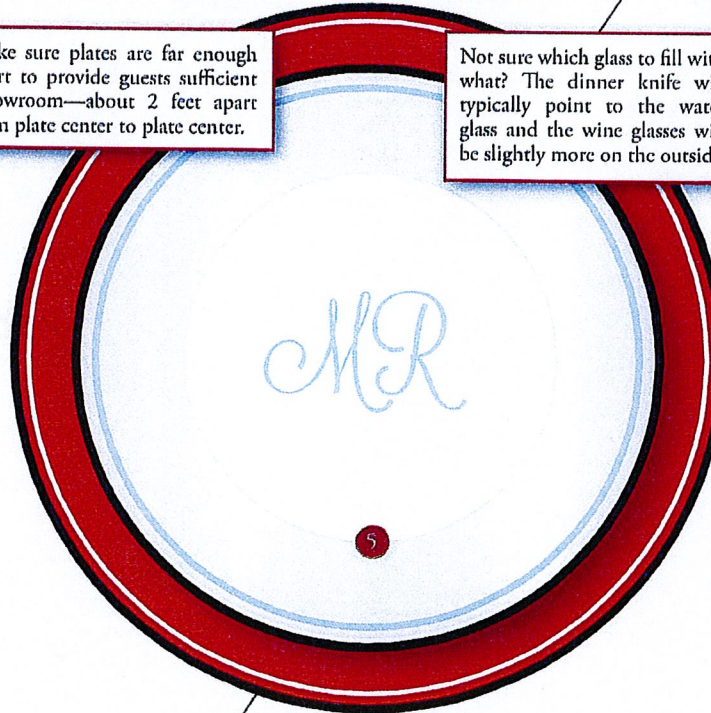
A napkin should go to the left of the flatware as shown here or directly over the dinner plate if decoratively folded or adorned with a ring.

The folded edge of the napkin should point towards the inside of the place setting.



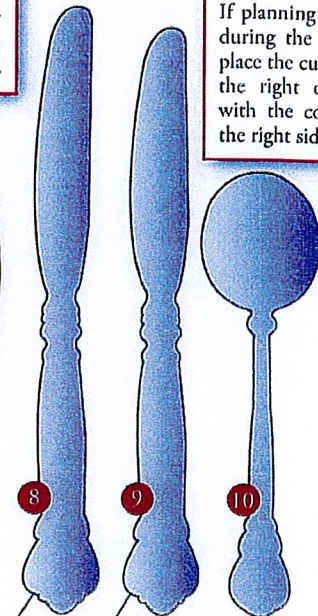
Space all flatware about .5" apart from each other.

Make sure plates are far enough apart to provide guests sufficient elbowroom—about 2 feet apart from plate center to plate center.



To dress up a table setting, place a colorful charger under the dinner plate.

Not sure which glass to fill with what? The dinner knife will typically point to the water glass and the wine glasses will be slightly more on the outside.



Make sure to always keep the blades of the knives pointing in toward the plate.

If planning to serve coffee during the dessert course, place the cup and saucer to the right of the setting, with the coffee spoon on the right side of the saucer.

## Examining the Rules of Friendship

1. We all have a mental image of what a good friend is supposed to be. We make or lose friends because they do or do not live up to our standards. What has experience taught you about friendship?
2. How does a friend differ from an acquaintance?
3. How does an ordinary friend differ from a best friend?
4. What should a friend do if you have a bad idea?
5. When, if ever, should a friend break a promise?
6. Should your coach or care providers be a friend?
7. Can a friend be much older or much younger?
8. Does a friend have to consider you also to be a friend?
9. What do we owe to our friends?
10. When does a friendship end?

# Friendship

## Things That Bring Friends Together

- neighborhood
- sports
- family
- books
- religion
- age
- hobbies
- pets
- school/work/volunteering
- movies

Write each thing on the list in the order of its importance to you.

1.

6.

2.

7.

3.

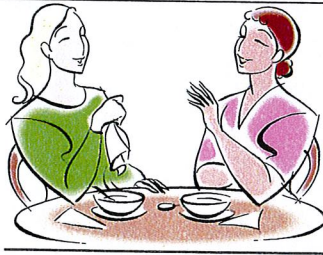
8.

4.

9.

5.

10.



## Qualities That Keep Friends Together

- funny
- healthy
- quiet
- understanding
- smart
- brave
- creative
- loyal
- honest
- loving

Write each quality on the list in the order of its importance to you.

1.

6.

2.

7.

3.

8.

4.

9.

5.

10.