

Possible Titles For Session:

- ☘ Make Common Sense Common Practice
- ☘ Boost Your Social IQ
- ☘ Social Graces for Business Places

Length of Session:

3 hours, including 2-ten minute breaks.

Sample “Sell” Segment:

Are you confident that you interpret situations appropriately? Have you ever left a meeting or a social event thinking, “I sure blew that”? If so, it’s time to brush up on your Social IQ. Knowledge about what behaviours are appropriate in any social or mixing business and social setting boosts your confidence and helps you present yourself in a positive, professional way. Join Canada’s etiquette experts to learn what Social IQ is and how you can improve yours.

Who Would Benefit From This Session?

Executives, managers, human resource professionals, young business people, anyone who interacts in a range of social and business settings and needs to portray confidence doing so, and anyone who works in a culturally diverse industry or workplace would benefit from this interesting and practical workshop.

Rationale for This Session:

You only get one chance to make a first impression. In spite of your best efforts to do the right thing, a lack of Social IQ can result in you doing exactly the wrong thing.

Knowledge Material:

WHAT IS SOCIAL IQ?



Introduction

(5 minutes to 8 minutes)

Trainer to ask participants, "What do you think Social IQ or Social Intelligence is?" (Write responses on a flip chart)

Typically, answers include the following:

- ⌘ knowledge about social behavior
- ⌘ manners
- ⌘ knowing social rules
- ⌘ using common sense
- ⌘ courtesy
- ⌘ doing the right thing
- ⌘ showing social experience

Trainer explains that Social IQ is all of those things.

The Civility Group Inc. defines Social IQ as "social knowledge", which includes awareness, ability to interpret situations, knowledge of social expectations, and application/adaptation of those expectations in any situation. Social IQ serves to establish minimum standards of behaviour (including rules and etiquette) for interacting with others in a positive way.

Did you know? "Mores" (plurale tantum) Means a set of generally accepted moral governances that are not necessarily formalized. www.wikipedia.com

Although many of us are unaware of it, etiquette affects us in many ways. Every day we apply guidelines for behaviour. (Some of us more than others and some of us more deliberate in doing so than others.)

For example:

- ⌘ being quiet when someone else is sleeping
- ⌘ putting our garbage in bags and into receptacles
- ⌘ asking if someone wants something when we get up to get ourselves a snack
- ⌘ saying hello or good morning
- ⌘ putting on clothes
- ⌘ following the rules of the road when driving
- ⌘ returning telephone calls
- ⌘ flushing the toilet
- ⌘ trying to be on time for appointments
- ⌘ and what else.....?

And, almost daily there are stories about issues related to etiquette in the news. For example:

- ⌘ bullying
- ⌘ crime (the height of incivility)
- ⌘ misbehaviour of public figures
- ⌘ theft
- ⌘ communication issues
- ⌘ poor customer service

Not all etiquette/civility oriented news is bad news, for example there are positive behaviours illustrated every day as well:

Understanding the Impact of Civility; Measuring Social IQ

(15–20 minutes)

Trainer to ask participants to refer to handout on Is Rudeness Really an Issue and then direct participants to check off any of the behaviours they have experienced in their workplace in the last 2 weeks. This exercise should take 8–10 minutes for participants to complete.

HANDOUT: IS RUDENESS REALLY AN ISSUE?

How many of the following behaviors have you experienced in the last two weeks?

Lateness	_____	Swearing	_____
Sloppy Dress	_____	Bad attitude	_____
Theft	_____	No preparation	_____
Interrupting	_____	Illegible handwriting	_____
Spam	_____	Being ignored	_____
Someone not listening	_____	Disrespect for property	_____
Hang-ups	_____	Incomplete messages	_____
Rude tone of voice	_____	Your time wasted	_____
Temper tantrums	_____	Pushing/shoving	_____