

The Handshake

- Code of Conduct -
STICK TO THE GOLDEN RULE

Treat others as you would like them to treat you.

USE GOOD MANNERS AT ALL TIMES

Look at the person—use their name—be polite

SEEK TO HELP NOT HURT

Focus on the behaviour, not the person. Use a friendly tone of voice. Behave in a friendly way. Maintain your intention to help, not hurt.

SHOW RESPECT AT ALL TIMES

Show due regard for the rights, feelings, wishes and traditions of others. Speak so everyone can hear you. Listen as if you had to repeat what was said.

BE BRAVE—PARTICIPATE

Remember that running away has many disguises.



THE 4 ESSENTIALS

- How to talk respectfully -

Tone
Name
Manners
Because

"Gavin, could you please stop doing that because..."

"Henry, would you please get back onto your work because..."

"Jessica, I have reminded you once, could you please stop... because..."

