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Part 1. Rude, not rude or it depends? Tick your verdict for each one. Then compare your answers. What's just a bit off, and what's completely out of order?

	<i>Rude</i>	<i>Not rude</i>	<i>It depends</i>
Taking a call on speakerphone on a train			
Reclining your seat on a short flight			
Checking your phone during dinner with friends			
Turning up 10 minutes late without sending a message			
Not saying thank you when someone holds a door for you			
Asking someone how much they earn			
Keeping your headphones on while a shop assistant serves you			
Insisting on splitting the bill evenly when you had three courses and your friend had a salad			
Replying to a long, heartfelt message with a thumbs-up			
Eating something smelly at your desk			

Part 2. Which is worse? Choose one in each pair and explain your choice.

Someone who's always late	or	someone who always cancels at the last minute
Talking loudly on the phone in public	or	playing music out loud on public transport
A colleague who never says thank you	or	a colleague who never says sorry
A guest who arrives empty-handed	or	a guest who brings a friend nobody invited
Someone who keeps interrupting	or	someone who never asks you a single question
Being ignored in a shop	or	being followed around by a pushy assistant

Part 3. Guilty as charged? Be honest: which of these have you done? Choose the two you're least proud of and explain what happened.

- I've pretended not to see someone I know so I didn't have to stop and chat.
- I've said "No offence, but..." and then said something quite offensive.
- I've nodded along while someone was talking without listening to a word.
- I've let a door swing shut on the person behind me.
- I've sent a passive-aggressive email and enjoyed it a little too much.
- I've taken the last slice without asking if anyone else wanted it.

Part 4. Discuss the following questions.

- What's considered rude where you're from that might surprise a visitor?
- Is there anything people from other countries do that you still find hard to get used to?
- Who taught you your manners, and are there any you've quietly dropped since?
- What's your biggest pet peeve, the thing that really drives you up the wall?
- Are people getting ruder, or are we all just more easily offended?

Part 5. What would you do? Choose an option or come up with a better one. Be honest about what you'd actually do, not what you think you should do.

A colleague eats noisily at the desk next to yours every single day. It's starting to drive you up the wall.

1. *Say nothing and invest in some noise-cancelling headphones.*
2. *Make a light-hearted joke about it and hope they take the hint.*
3. *Have a quiet word with them, politely but directly.*
4. *Mention it to your manager.*

At a dinner party, a friend's partner makes a comment about your job that sounds a lot like a dig. The table goes quiet.

1. *Laugh it off and change the subject.*
2. *Calmly ask what they meant by that.*
3. *Bite back with a comment of your own.*
4. *Let it go for now and mention it to your friend later.*

The person in front of you at the cinema keeps checking their phone, and the screen is lighting up half the row.

1. *Lean forward and ask them to put it away.*
2. *Sigh loudly and hope they get the message.*
3. *Find a member of staff.*
4. *Let it slide. It's not worth the hassle.*

Part 6. Read the statements. Do you agree, disagree or partly agree? Explain why.

- Being on time is a basic form of respect.
- Nothing good has ever followed the words "No offence, but..."
- It's fair game to be rude to someone who was rude to you first.
- People who work with the public should be allowed to be rude back to rude customers.
- A lot of etiquette exists so that some people can feel superior to others.
- Your phone is the rudest thing you own.

Part 7. Read the two viewpoints. Which is closer to what you actually think? Explain where you sit.

Viewpoint A

Manners are what hold everyday life together. Saying please and thank you, turning up on time, putting your phone away: they cost nothing, and they show people you've noticed them. When we stop bothering, everything gets a little colder.

Viewpoint B

A lot of what we call manners is just habit dressed up as morality. The rules change from one generation and one country to the next, and they're often used to judge people. I'd rather someone was kind and honest than perfectly polite.

Part 8. Tell the story of a time you put your foot in it and were rude without meaning to be, or a time someone was rude to you that you still remember.

Think about:

- Where you were and who was there
- What was said or done
- How you, or they, reacted
- What you'd do differently now

Part 9. If everyone had to follow three rules of good manners, what would yours be? Explain your choices, then decide which one matters most.

Reflection

Complete the sentences in your own words.

1. Something I find ruder than most people do is...
2. Something I used to think was rude, but don't any more, is...
3. If I'm honest, my worst habit is...
4. After today, one thing I'll try to do more is...