



CELL PHONES: *Manners vs. Rudeness*

**Leader's Guide, Fact Sheet
& Quiz**

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

**5233 CELL PHONES:
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FACT SHEET**

LENGTH: 5 MINUTES

PROGRAM SYNOPSIS:

Cell phones are a marvelous invention, but if their use causes carelessness and excessive stress and inconsideration, they can be seen as a nuisance, a health hazard and a deadly distraction. People really dislike cell phone abuse over dinner, a meeting, a movie or a funeral. This program discusses cell phone rudeness and why we should be concerned about it, as well as the etiquette we can practice to be aware and considerate when using our phones.

PROGRAM OBJECTIVES:

After watching the program, the viewer will be able to explain the following:

- How cell phone rudeness has become a problem;
- Why we should be concerned about rude behavior;
- How to practice etiquette when using a cell phone;
- Why we should be aware of the hazards of E-waste created by old cell phones.

PROGRAM OUTLINE:

BEING AWARE OF CELL PHONE RUDENESS

- No one owns the planet. We share it and with such insight, we should consider politeness, consideration and compassion.
- There was a time when cigarette smoking was allowed almost everywhere, but through research and behavioral response, warnings and restrictions soon applied and the industry and use was regulated.
- Cell phones are a marvelous invention, but if its use causes carelessness and excessive stress and inconsideration, it can be seen as a nuisance, a health hazard and a deadly distraction.
- Perhaps, simple awareness will keep us from losing additional freedoms.

CELL PHONE RUDENESS IS A PROBLEM

- In the ranks of rudeness, cellphones rank supreme. Often, the most annoying sound following the ringer is the person talking.
- Eighty-seven percent of those in the US say they experience the rudeness of loud ringers and loud talking.
- Fifty-nine percent of people would rather visit the dentist than to be next to someone using a cell phone.
- Nearly eight in 10 said lack of respect and courtesy is a serious national problem.
- People really dislike cell phone abuse over dinner, a meeting, a movie or a funeral.

WHY WE SHOULD BE CONCERNED ABOUT RUDE BEHAVIOR

- We all can have a negative impact on others. Why should we care? Maybe because you will be in a situation where silence would be appreciated.
- Imagine someone with a severe headache, perhaps another that needs to concentrate, someone who was slightly disoriented due to medication or depression.
- Often, they must endure narcissistic and rude behavior: driving in cars, as a pedestrian, being held up in long lines and cafes, theaters, hospitals and in the adjacent cubicles at work.
- It is sadly funny, but with connectedness has come antisocial behavior.
- A psychologist says that cell phones are a way of minimizing the importance of the group.
- Users are telling the rest of us that "you don't matter and I'm very important." Most cell phones contain about \$9.00 of gold in the circuitry.

USING CELL PHONE ETIQUETTE

- Be aware that others are around you. Use caller ID to screen calls. Observe the 10-foot proximity rule.
- Lower your voice when speaking in public. Keep conversations brief.

- Avoid intensely personal topics or graphic language.
- Avoid taking personal calls or texting during face-to-face conversations.
- One more thing about manners: it never hurts to say please and thank you.
- The emergency cell phone number throughout the world is 112. Please be aware and considerate.
- Keep in mind that cell phones are recorders. Choose your ringtone and your words wisely.
- Remember, rudeness can end up with retaliation or regulation. Anger is contagious, so is respect. You make a difference.

REDUCING E-WASTE

- Please help us reduce E-Waste. Every year, upgrades or damage make 100 million cell phones obsolete.
- Up to 75 percent of obsolete phones are stockpiled in drawers, including the battery and charger.
- Cell phone coatings are often made of lead and their lithium-ion batteries can explode if exposed to high temperatures or direct sunlight (common in landfills).
- Consider donating your old cell phone to help victims of domestic violence. Please contact your local domestic violence program by calling police stations.

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ANSWERS TO THE REVIEW QUIZ

1. c

2. a

3. a

4. b

5. b

**CELL PHONES:
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REVIEW QUIZ**

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. _____ of people would rather visit the dentist than to be next to someone using a cell phone.
 - a. 29 percent
 - b. 49 percent
 - c. 59 percent

2. Nearly eight in 10 people say lack of respect and courtesy is a serious national problem.
 - a. True
 - b. False

3. Most cell phones contain about _____ of gold in the circuitry.
 - a. \$9.00
 - b. \$19.00
 - c. \$29.00

4. The emergency cell phone number throughout the world is 119.
 - a. True
 - b. False

5. Every year, upgrades or damage make 100 _____ cell phones obsolete.
 - a. Thousand
 - b. Million
 - c. Billion