



The Coppice Way -

Behaviour acronyms

GLASS

...Meet and Greet

- G** - Greet the person
- L** - Look at the person
- A** - Ask how they are
- S** - Smile
- S** - Share how you feel



SHAPE

... Speaking

- S** - Speak in full sentences
- H** - Hands away from your face
- A** - Articulate clearly
- P** - Project your voice
- E** - Eye contact



BLAST

... Listening

- B** - Be quiet
- L** - Listen carefully
- A** - Ask and answer questions
- S** - Sit up straight
- T** - Track the speaker



Politeness STEPS

- S** Say ...
- T** Thank you
- E** Excuse me
- P** Please
- S** Sorry

