



Week Two:

10-Foot, 5-Foot Rule

Instructions:

Show the short video to your team and then use the information on this document to lead an interactive discussion and/or activity related to the topic. Depending on the amount of conversation, this micro-learning session should take 10-15 minutes tops.



Activity:

Have participants create 2 lines so each person is facing another person 10 feet away. Have them walk towards their partner and change places without looking at the other person, smiling, or saying anything. Discuss how that feels when someone walks by you without acknowledgment. Next, have them change places again, this time making eye contact and smiling, but without saying anything. Finally, have them change places one last time Smiling and Making Eye Contact at 10 feet away, and providing a friendly greeting once they are about 5 feet away.

Debrief:

Discuss how each time made them feel. Did they feel more or less welcomed during the silent pass? How about the second time, with eye contact and smiling, but no greeting? How did adding the friendly greeting change the interaction?



Discussion Questions:

1. How does the 10-foot, 5-foot Rule make it easier to remember to make people feel welcome?
2. Have you ever visited a place of business where everyone makes you feel welcome with friendly greetings?
3. Why is eye contact important?
4. Do you have to be “fake” to do this, or can you authentically make people feel welcome with the 10-foot, 5-foot rule?
5. How can we utilize the 10-foot, 5-foot rule in our business to make customers feel more welcome?
6. How would it change our workplace culture if we used it with each other?



Action:

Say: *This week, let's focus on using the 10-foot, 5-foot rule when we are passing or interacting with customers and each other. Come back next week ready to talk about your experience.*