

1. How do you feel about queuing? What was your longest wait? Which institutions in your country are notorious for long waits?

2. How do you feel if someone pushes in? When is pushing in justified?

3. Has mobile technology made queuing (looking at your phone etc.) more tolerable?

4. What positive events generated queues in your country?

Watch video here: [Chat And Cut Video](#)

Read script: [Chat And Cut Script](#)

5. What happened? What is chat and cut? Is it something you have ever seen yourself? Is it something you have done (maybe with a genuine friend). Have you seen anyone caught doing this?

6. When queuing for food in school canteens, teaching staff are often advised by management to push into queues for lunch - is this form of hierarchical queue jumping acceptable? Does this sort of thing happen at your workplace with senior management?

7. Do you feel comfortable correcting people in public? Do you always do it, or are you prepared to let things go?

8. Would you act on your own, or would you prefer to be a part of a group complaint?

9. Do you know someone who is good at calling out minor social injustices? What characteristics do they have? What is their technique? Larry (video) is seemingly eloquent when accusing someone, but much less so when he is the accused - how important is it to be eloquent when calling out bad behaviour?

10. What are the downsides of being known as a person who is strict on etiquette?

11. Complete the sentence: "If people have made an honest mistake, ..."

12. Rate the following advice for correcting people : useful or useless?

a) Ask yourself the question: "Can he or she handle the truth?" If the answer is an unqualified 'Yes,' let them know they're wrong, right there and then. If "No," then say nothing.

b) Trying to soften criticism with qualifications like "With all due respect," "No offence," or "Don't take this the wrong way" only confuses your message.

c) Focus on behaviour, not character (if you know them). You should focus on the facts and not your opinion of that person.

d) Show them the way. Criticism without an action plan is worthless. Give them direction or keep quiet.

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Situation

You are queuing at your company restaurant for lunch. The queue is lengthy. You see your teacher attempting a chat and cut ahead of you: Deal with the situation using the appropriate techniques.

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Discuss quotes

"Waiting is so unusual that many of us can't stand in a queue for 30 seconds without getting out our phones to check for messages or to Google something."

--- Julian Baggini

"Life's greatest comfort is being able to look over your shoulder and see people waiting in line behind you."

--- Chuck Palahniuk

"Waiting in line is a great opportunity to meet people, daydream, or play."

--- Patch Adams

"It is strange that the years teach us patience; that the shorter our time, the greater our capacity for waiting."

--- Elizabeth Taylor

"I have noticed that the people who are late are often so much jollier than the people who have to wait for them."

— E. V. Lucas