



## SPEAK OR BE SILENT



# guide to good manners

§ **YOU MAY NOT INTERRUPT A SILENCE** unless you have something important to say. And even though it may be important, you may not begin to speak before the listener has given you the green light.

§ If you have spoken without interruption for more than a minute, you must take a break. **TAKE A DEEP BREATH** and think about how relevant what you are saying is for the person(s) to whom you are speaking. If no one encourages you to continue, you should keep quiet and **ALLOW OTHERS A CHANCE** to say what is on their mind.

§ You may **NOT** interrupt people who are lost in their own thoughts.

§ If someone asks whether he or she may say something to you, you must give yourself time to determine whether **YOU WANT TO LISTEN** to this person – and whether the time is right. If not, you may just shake your head. You do not need to apologize or explain.