

MCC Crew Leader Behavior Response Toolkit

MCC Crew CIRCLE Agreements

- 1) Be respectful with language
- 2) Listen to understand
- 3) Speak your truth & Speak from the heart
- 4) 1 speaker at a time- everyone will have the same chance to listen and share

Does everyone agree to these Agreements today?

Daily Check-in CIRCLE Questions

- Using a weather pattern- describe how you are feeling today.
- What has been your high/ low so far this week?
- Using a thumb-scale, describe your energy level/ enthusiasm for today's project.
- What are you looking forward to today?

Daily Check-out CIRCLE Questions

- What was your favorite moment from today's project?
- What were your high/ low experiences today?
- Looking back, what are you most proud of today?
- Thinking back to today's project- Offer a compliment to the person to your left.
- What went well today?
- What are you looking forward to for tomorrow?

Responses to CREW MEMBER w/ Escalating Behavior (1-on-1)

***The outcome of this conversation can be a BCC, or prep for a CIRCLE**

- 1) What happened?
- 2) What were you thinking at the time?
- 3) What have you thought since?
- 4) Who was impacted by what you have done? In what ways?
- 5) What do you need to do to make things right?

CREW MEMBER CIRCLE Script - Group response to Escalating Behavior

*****The outcome of this conversation can be added to the BCC**
'We are here to discuss the incident/ behavior that occurred _____. *The goal of this CIRCLE is to discuss this as a crew so we can move forward together."*

CIRCLE SCRIPT

- 1) What did you think when you realized what had happened?
- 2) What impact has this incident had on you and others?
- 3) What has been the hardest part of this for you?
- 4) What do you think needs to happen to make things right going forward?