**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?