

SUS III

Adolescent Development/Developmental Assets

Moment of Truth Rap

Objectives

1. To prepare audience for serving young adults
2. To teach the importance of empathy in customer service
3. To lay a groundwork of shared memory

Strategy

1. Turn off the lights/dim shades, etc
2. Ask participants to close their eyes
3. Ask them to "answer" your questions internally with image, sound, etc.
4. Allow people to "opt" out
5. After questioning, review some answers and related to day's agenda

Questions

- Do you remember the house that you grew up in?
 - Was it a house or an apartment?
 - What did it look like on the outside? Was it brick, aluminum siding, what?
 - Can you remember the street address? Can you see those numbers and that street name?
 - What did the front yard look like? In the winter? In the summer? In the spring? In the fall?
 - Now, go into the house. How did you go into the house when you were growing up? Did you enter through the front door, the back door?
 - Walk in the house, shut the door, then look down. What does the floor look like?
 - Is it covered with carpet? If so, what color?
 - Can you bend down and touch the floor?
 - Good, now lets go to the room that was your room. Did you have your own room? Or did you share a room with a brother or sister?
 - Lets go into that room that you called yours. Lets look around.
 - Go over to the bed. Lay down and look up at the ceiling. What color is the ceiling?
 - Now, let's look at the walls.
 - Do you see posters? If so, of who? The Beatles? The Bay City Rollers? Jon Bon Jovi? Maybe an art print? Maybe a poster of horses or one of cats? What did the walls look like?
 - Get up from the bed and put on some music. How would have you have done that? Turn on a transistor radio? Put a record on a turntable? Slide in a compact disc?
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- What was the single best song in the world you could have heard at age 14?
- Can you hear it? The music, the beat, the vocal? Listen-
- Good. Let's find a mirror in your room or in the house. Where would it be?
- Walk there and look into the mirror. Look at the 14-year-old version of yourself standing there.
- Are you too tall? Too short? Too thin? Too fat? What does your hair look like? What does your skin look like? Are you happy with the way you look?
- Are you happy overall?
- Lets look into those eyes now staring back at you. Lets look behind the eyes of that 14-year-old you. What do you see?
- What are the emotions going on behind those eyes when you were 14?
- Are you happy? Sad? Angry? Relaxed? Fearful? Confident? Feeling smart? Feeling stupid? Lonely? Loved? Did you feel all of these things intensely and daily? Lets hang onto those feeling for a while.

Let's get out of the house. Let's get ourselves to a library. Did you use a library when you were 14? If so, was it your school library or your public library?

Go there now. How will you get there? Walk? Get a ride from your parents? Ride your bike? How close is it? What does it look like on the outside? Is a big old Carnegie building with a flight of steps? Is it an open classroom style media center in the center of the school?

Open the door, walk inside, and what do you see? Card catalog? Computers? When you needed help, could you find someone to help you? What do they look like? Did you approach them to ask for help? Did they approach you? Why would you have gone to a library? What problem - needing a book, information for a report, whatever - what problem needed to be solved?

Good. Now, lets look for a moment of truth. Can you remember an incident, a critical incident, from any visit to a library when you were a teenager? Can you remember the scene? Can you remember an interaction, a temporary relationship, with anyone there? Now, if the incident you remember was a positive one; if the person you encountered helped you, was friendly, was respectful and made you feel good, then I want you to try to remember that feeling. Remember and hang on to it. Pledge, put in writing, that you will try your best to make sure that you - and everyone you work with - provides the teens you encounter on a daily basis with a positive memory. That each teens moment of truth will result in the consequence of good feelings and a solution to a problem. But some of you might remember a different moment of truth. Some of you might remember a person who was not respectful, not helpful. A person who left no good feelings and maybe didn't solve your problem. Maybe someone who told you to get out of the adult area or who questioned what you reading. Maybe someone who yelled at you or someone who just wasn't very nice. If that was your critical incident, your moment of truth, then hang on to that. Remember and hang on to it. Pledge that you

will try your best to make sure that you - and everyone you work with - never, ever treats
you the way you were treated

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