





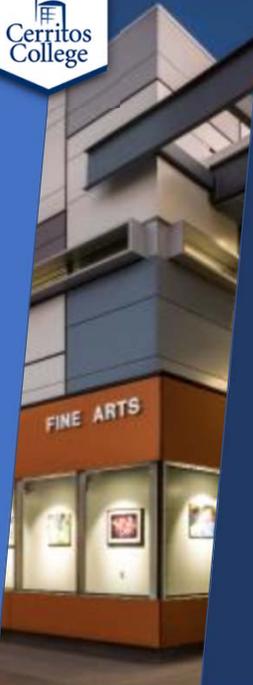
Office Etiquette

...What it means and how to have it!

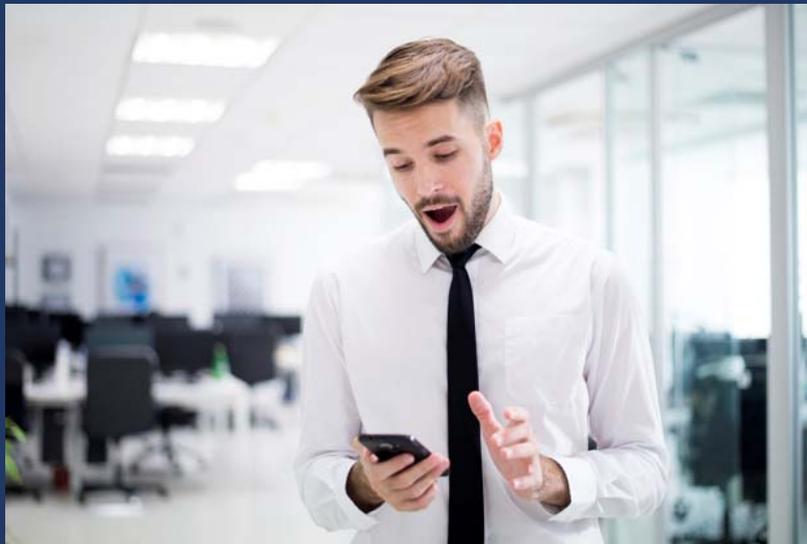


Who told us?





Who told us?



Who told us?



Who told us?



Who told us?





Who came up with?



RunawayLabBook.com



Why is it?





Common Sense

Common Courtesy

Cordiality

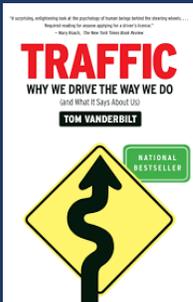
Consideration for Others

Etiquette



Unwritten/Unspoken Rules...

- When Driving
- The Gym
- The Grocery Store
- The Office/Workplace





Proxemics

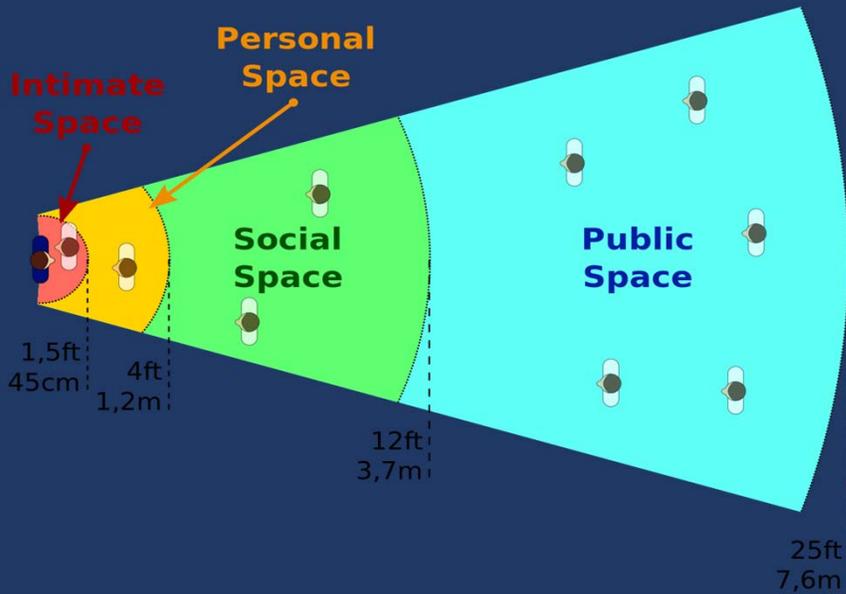
“The branch of knowledge that deals with the amount of space that people feel it necessary to set between themselves and others.”



Edward T. Hall
Cultural Anthropologist



Proxemics



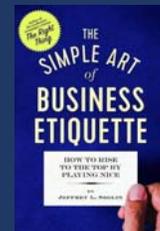
Office Etiquette

Those un-written, often un-spoken, rules and guidelines about how to conduct and behave in an office or work setting

- Huge Topic
- Changing Workplace
- Technology
- 5 Generations
- Increased Diversity
- Newer & Longer lists
- *No company, country or Industry is the same*

“The need for etiquette has not disappeared, knowing how to treat other people well is more important now than ever...Knowing how to behave courteously and professionally is far from trivial. Etiquette and protocol really do count in the business world.”

-Jeffery Seglin- The Simple Art of Business Etiquette How to Rise to the Top Playing nice





Office Etiquette

As it relates to Customer Service and the Cerritos Way...

...and Just things I thought were interesting



What is Etiquette?

The customary code of polite behavior in society or among members of a particular profession or group.

Etiquette is actually French word which means "ticket"

"Etiquette is a code of behavior that delineates expectations for social behavior according to contemporary conventional norms within a society, social class, or group."

In a professional sense, this includes behaviors towards clients, colleagues, and customers for that which is in their best interest.



“Having good etiquette at work mostly simply means to be considerate and respectful of everyone around you.”

–Etiquette Expert Myka Meier

Office Etiquette can be as simple as

- *Saying hello, or using positive statements like, Thank You, Please, You’re Welcome.*
- *Opening and holding open doors for others.*
- *Make spaces cleaner and nicer when you leave, than when you got there.*
- *Not being loud and disruptive...*
- *How you dress...*

“Work isn’t a place to let loose and forget your manners”

-Jeffery Seglin (The Simple Art of Business Etiquette)



Respect

deadlines age
convictions gender privacy
time respect feelings
diversity space disability possessions culture
differences opinions
emotions work beliefs

**Not just the “Golden Rule”
but the “Platinum Rule”**



*“Respectful behavior— is the actual manifestation of good etiquette...**The foundation of civility is respect**, which is the outward expression of esteem or deference. **This is the foundational requirement and, without that, no other behaviors ring true.** Respect extends to peoples’ privacy, physical space, property, viewpoints, philosophies, religion, gender, ethnicity, physical abilities, background, age, beliefs, and personality. Respect and disrespect can be shown by language, gestures, and actions...respect is what people say they want most from their organization...Yet *it is what they say they get least.*”*

-Rosanne Thomas (Excuse me, The Survival Guide to Modern Business Etiquette)



Sometimes you’ve got to give it to get it



Disrespect and Incivility is costly:

- **Job stress:** cost’s U.S. corporations \$ 300 billion a year.
- **Workplace disrespect:** Affects employees’ morale, engagement, productivity, and health.
- **AND** negatively affects those who witness it, causing them stress and job insecurity.
- **Disrespect & incivility are contagious!** *creates a greater likelihood of rudeness throughout the organization.*
- **Disrespected people are more likely to leave.** *“People don’t leave jobs. People leave people.”*
- **Disrespect ruins a company’s reputation:** loses customers, and eats up managers’ valuable time.
- **Thoughtlessness and poor attitudes** create barriers among colleagues causing fear, hurt, and isolation.



The Benefits of Respect are Legion:

- Greater productivity and increased bottom line.
 - The enhanced reputation means hiring and retaining the best and brightest.
 - Respect shows a level of polish that will help you win the confidence of your business colleagues.
 - It has a sort of chain reaction, and in turn, people usually treat us with respect and kindness in return.
 - It is a behavior that brings out the best in others!
- Take the high road, because the low road is so crowded.*
- In today's competitive business arena, expertise isn't always enough. (The ability to get along with others)



The Benefits of Respect are Legion:

- No matter how brilliant you may be, a lack of social grace will make a bad impression on customers and associates.
- How you look, talk, walk, sit, stand, and eat—how you present yourself—YOUR BRAND speaks volumes about who you are, and your company!
- You may find yourself becoming a model for others by setting a standard of respectful behavior, People around you will appreciate your graciousness **and follow your lead.**
- It lends an air of professionalism to the workplace that others emulate and that employers reward.





It Impacts Others:

“I’ve learned that people will forget what you have said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou

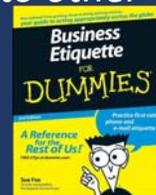
“It’s the one thing you can control. You are responsible for how people remember you—or don’t. So, don’t take it lightly”

- Kobe Bryant



*“Being well mannered means two things above all else: **respecting others and treating people with courtesy and kindness.** Whether your company is a highly caffeinated startup, a small gift boutique, or a large law firm, good manners at work are important **because they emphasize your willingness to control your behavior for the benefit of others...** As a representative of your company, you stand not only for yourself, but also for the company as a whole. If you are poised, courteous, and respectful to your company’s customers, they will extend their approving judgment to other employees of your company.”*

-Sue Fox (Business Etiquette for Dummies)





#1.Meeting New People: *Greetings & Introductions*

First Impressions

“Showing consideration for and interest in those you meet, while maintaining a pleasant tone, is the most important goal of meeting and greeting...That first handshake can be the beginning of a successful working relationship or friendship.”

— Dorothea Johnson & Liv Tyler (Modern Manners: Tools to Take You to the Top.)



3 Volunteers??



Greetings:



1. Stand
2. Smile
3. Make Eye contact
4. Reach out your hand
5. Say Your Name



Response:

- 1.Make eye contact
- 2.Smile
- 3.Shake their hand
- 4.Say your name the same way they did theirs



Greetings:



Six “S” of Meeting & Greeting

- | | | |
|---|--------------------|-----------------------------------------------|
| 1 | Stand | Shows Respect |
| 2 | Smile | Encourages a smile from the recipient |
| 3 | See | Look into recipient's eyes |
| 4 | Shake hands | Utilize proper greeting with a firm Handshake |
| 5 | Speak | Speak your name slowly and distinctly |
| 6 | Say | Address the recipient with their name |



Introductions:



Always Introduce Junior-ranked person to senior-ranked person:

1. First, address the senior person.
2. Second, Introduce the junior person to the senior.
3. Third, Introduce the senior person to the Junior.

“President Smith, this is Mike, he is our new accounting manager. Mike, This is President Smith”

- You should know how a senior ranked person, wants to be introduced
- You should always use the same name format for each person (Mr. Ms. Full Name, First name)
- Follow the same steps as in greeting: *Stand, Smile, See, Shake hands...etc*



Introductions



What About in Peer to Peer Introductions?

- Age (Younger to older)
- Seniority (Newer employee to a more senior)
“Mike Smith, this is John Johnson, he’s worked in Marketing for the past year. John, This is Mike Smith, he’s been here for decades”
- You should always use the same name format for each person
- Follow the same steps as in greeting: *Stand, Smile, See, Shake hands...etc.*

What about forgetting a Person’s name?



Introductions to Customers



“A client always takes precedence over a boss, the owner, or President of the Company”- Sue Fox

Always Introduce the inside person to the outside client or customer

1. First, address the customer (outside) person.
2. Second, Introduce the inside person to the customer.
3. Third, Introduce the customer to the inside person.

“Michael Smith, this is Joe Johnson, head of the philosophy department, Joe this is Michael Smith, one of my students”



#2.Active Listening



Listening:

1. Shows Respect
2. Demonstrates good manners & Etiquette
3. The key to effective working relationships
4. Be a Present Active Listener

Different listening Styles:

- 1.Content
- 2.Constructive
- 3.Empathetic
- 4.Active



#2.Active Listening



1. Making Eye contact
2. Nodding, non-verbal que's
3. Not Interrupting
4. Leaning in
5. Summarizing & Paraphrasing

Benefits:

- 1.Reduces Misunderstanding
- 2.Increases Productivity
- 3.Builds Relationships

Passive Listening?



#2.Active Listening



6 KEY ACTIVE LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.

Center for Creative Leadership

Exercise



Exercise

1. Pick a Partner
2. One do the Talking/One do the listening
3. Speaker: Speak for 60 second on any topic on the next slide...
4. Listener: use active listening skills
 - Making Eye contact
 - Nodding, non-verbal que's
 - Not Interrupting
 - Leaning in
 - Summarizing & Paraphrasing



Speak for 60 seconds on:

1. Your wedding Day?
2. How you met your significant other?
3. Your first date?
4. Your favorite band, Musician or Movie?
5. Your favorite Restaurant?
6. The best day of your Life?
7. Your kids?
8. Your passion or Hobby?

Trade Places



Listeners: Do the following while they are talking:

- Act Disinterested and board
- Look at other people in the room?
- Take out your phone and text?
- Yawn
- Do not make eye contact
- Do not smile
- Do not nod

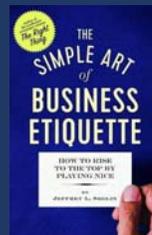




#3. Gossiping & Complaining

“In a 2015 survey conducted by Accountemps, gossiping about coworkers was deemed to be the worst etiquette faux pas in the workplace. Twenty-eight percent of workers surveyed put gossip at the top of their list of ‘biggest etiquette offenses.’”

-Jeffrey Seglin (*The Simple art of Business Etiquette, How to Rise to the Top by Playing Nice*)



#3. Gossiping & Complaining

- Is damaging.
- It's changes how others view people.
- It ruins reputations, erodes unity and camaraderie, and isolates individuals.
- It affects how you feel about someone and never in a positive way.
- Imagine a student hearing us gossip?
- Imagine a student hearing us speaking negatively about another student?





Why People Gossip?

1. We want the insider status.
2. We try to raise ourselves up, by putting others down.

"People of high intelligence talk about ideas. People of average intelligence talk about things. People of no intelligence talk about other people."

–Ann Landers



To have a foundation of good customer service and Etiquette:

- Avoid gossiping about management, coworkers, or students.
- Don't be the one starting it.
- If others bring it up, change the subject, walk away, disengage.
- Talk with others not about others.
- Stay positive keep the conversation on issues related to your work.



Complaining?



- Much complaining leads to gossip
- There is a right way, a respectful way to file a complaint or grievance.
- Choose your battles
- Complainers can be drainers
- Don't be a Debbie downer or negative Nick

*"I would rather hire a person who lied to me and came clean with the truth, than a person who always tells the truth **but is a constant complainer...**It's destructive to any organization!"*
-Barbara Cochran(Inc.)



#4. Office Technology



Email:

Close to 140 Billion emails are sent and received daily. (Avg 121) **Our Goal, Stop the madness!**

- If you really don't need to send it, don't!
- Keep them short, to the point, & work related.
- Proofread, proofread, proofread.
- Email as if it's being used for a deposition.
- 43% of companies monitor emails, would you be embarrassed if *everyone* read it?
- Don't use "high importance", unless it is.
- Avoid using "reply all" unless necessary.
- Don't be the one who sends annoying emails.
- THINK before you click send!



#4. Office Technology



Cell Phones:

- Don't talk on it with the speaker on.
- Keep it on mute or vibrate when at work.
- Don't be on it in the bathroom, especially in a bathroom stall.
- Close your office door, or take a walk, away from others, especially on personal calls.
- In meetings, do not take a call, or text, or check emails.
- If you must take a call during a meeting, exit the meeting.



Valuing Time & Space of Others



- Be on-time to meetings, especially your own.
- Knock before you enter an office.
- Respect people's space and stuff.
- Return calls and respond to emails, even if its just to tell them when you can address it.
- Don't interrupt people when they are talking.
- Keep noise, and loud conversations down.
- Be polite, friendly and tolerant.
- Always seek to give credit rather than get it.



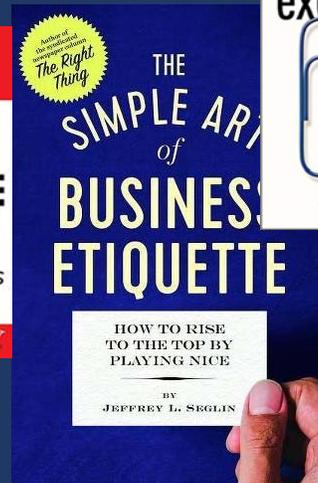
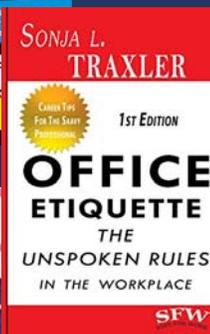
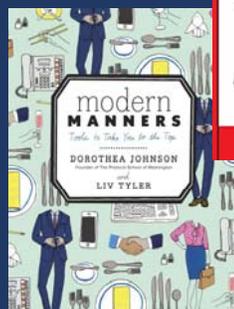
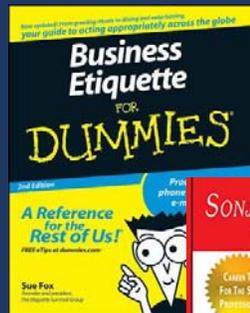
"It's the one thing you can control. You are responsible for how people remember you— or don't. So, don't take it lightly..."

- Kobe Bryant

"The important thing is that your teammates have to know you're pulling for them and you really want them to be successful."

- Kobe Bryant

If these are your goals, you will have no trouble with office etiquette!





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Presidents Speaker Series



Eric T. Doucette



01.31.20

CERRITOS COLLEGE



How many emails do you think
the average worker gets in one
day?

A=121 emails a day

- 44,000 per year
- 215 Billion emails daily (global)
- Check email 77 times a day
- Peak at email 350 times a day

