A Little Respect Goes a Long Way…

Etiquette & Respect

Etiquette is defined as the forms, manners, and ceremonies established by convention as acceptable or required in social relations, in a profession, or in official life.

Business Etiquette is the way professional businesspeople, regardless of job title or type of business, conduct themselves around others.

Bottom line: If you work to make the people around you feel comfortable and valued, you’ll succeed in business etiquette.
Etiquette & Respect

Basics:
- Be courteous and thoughtful to those around you.
- Be considerate of others’ feelings while sticking to your convictions as diplomatically as possible.
- Be willing to apologize.
- Be willing to forgive for unintentional wrongs.

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10 Commandments of Good Manners:
1. Be yourself.
2. Show an attitude of gratitude. (“Thank you,” “Excuse me.”)
4. Practice humility. (Be assertive and confident versus boastful and arrogant.)
5. Listen before speaking.
6. Think before speaking.
7. Take the high road.
8. Be punctual.
9. Be considerate of others.
10. Be on your best behavior.
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The Cost of Rudeness:
1. **Telephones** - make sure employees are properly trained on how to use the system.
2. **Lack of appreciation** - recognize for a job well done.
3. **Interruptions** - only interrupt if it is absolutely necessary.

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4. **Not honoring people’s time** - be to work on time and concentrate on work while you are there.
5. **Public criticism** - criticism should be given constructively, and in most circumstances, not in front of others.

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7. **Gossip** - gossiping works against developing trust. Stand up against those who wish to spread gossip.
8. **Co-worker relations** - Our job does not entail being best friends with those we work with.
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9. **Workspace** - leave others’ personal effects and work alone unless absolutely necessary (vacation or sick leave).

10. **Manage yourself** - focus on your work and allow management to worry about what else goes on.

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Other “DON’Ts”:
- Interrupt when someone is on the phone.
- Always voice the negative of every situation.
- Take the last of something without ordering or making more.
- Leave the break room a mess.
- Steal other people’s food.
- Eavesdrop.
- Make an excessive number of personal calls.

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**Telephone skills are important because**...

1. You only have your voice to rely on. Body language, written messages and visual aids are unavailable.

2. When you are on the phone with a customer, YOU ARE THE SINGLE representative of your company. In other words, YOU ARE YOUR ORGANIZATION.
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Have you ever tried smiling over the telephone?

Telephone Usage:
- **Personalize the conversation** - act as if you are right there with the person you are talking to.
- **Professionalism** - answer the phone and present your conversation professionally.
- **Difficult customers** - do not take the interaction personally.

Cellular Phone Etiquette
- **Do not subject others to your calls**
- **Keep your voice down**
- **Meetings**
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Cellular Phone Etiquette
- Permission
- Interruption
- Warning

Email Etiquette
- Use the “subject” line and make it specific to your topic.
- Address and sign your emails.
- Give adequate answers when replying to questions.
- DON’T TYPE IN ALL CAPS - are you yelling at me, or are you too lazy to type properly?

Internal and External recipients - keep in mind your audience.

“Out of Office Assistant” - turn on and leave message as to when you will be available again.
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Email communication reminders:
- Email eliminates the ability to read body language, hear voice tone, volume and inflection.
- Email is a very efficient tool, but it is not always the best tool.

Better yet, if possible, approach the recipient for a face-to-face conversation.
- Do not “hide” behind email as a method to solve problems or resolve conflict.

Diversity

Traditional views:
- Race
- Gender
- Ethnicity
- Disability

Other Views:
- Religious Beliefs
- Political Beliefs
- Work Ethic
- Family Values
- Educational Background
- General Experiences
Diversity

Diversity is recognizing, appreciating, valuing, and utilizing the unique talents and contributions of all individuals.

Organizations where diversity is valued provide an environment where:
- All employees feel comfortable
- New ideas are encouraged
- Common ground is sought out

Diversity Facts:
- Minority populations currently make up 28%-30% of the workforce.
- Hispanics will account for 47% of the U.S. population growth by 2010.
- White men account for less than 40% of U.S. labor force.

2010 Demographics - State of Montana
- Black 0.7%
- American Indian 6.4%
- Asian 0.7%
- Hispanic 3.1%
- Median Age 39.0 years
Diversity

Hispanic Culture
- Family unit not only includes immediate family, but also can include extended family.
- Family members have a responsibility to aid other family members who may be experiencing financial difficulties, unemployment, poor health, or other life situations.
- Children taught the importance of honor, good manners, and respect for authority and the elderly.

Hispanic Etiquette
- Firm handshake is a common practice as a greeting and upon leaving.
- In non-formal settings, Spanish speakers are usually loud, fast, and animate with gestures and body language.
- Great importance given to looks and appearance as a sense of honor, dignity, and pride.
- Tend to be more relaxed and flexible with time and punctuality.

Benefits of Diversity
- Inclusion of different perspectives can lead to higher creativity and enhance problem solving, company performance, organizational flexibility.
- Employee morale may improve and lead to decreases in absenteeism and turnover rates.
- Can lead to a reduction in discriminatory practices.
Diversity

Different = Different
Different ≠ Wrong

Bias and Prejudice
- We all have bias or prejudice to some degree
  - Natural to fear or distrust people who are different from us and things we do not understand

When is behavior or action considered bias or prejudice?
- We broadly assign negative traits (stereotypes) to a group of people without regard for individuals in that group.
- We do not let newer, positive information change our beliefs about that group.
Diversity

Keys to a productive, professional work environment:
- Ability to overcome these fears in order to accept other people for who they are
- Developing personal relationships with those who are different from us, rather than making generalizations about their groups

Diversity

Bottom line: We do not have to like or agree with every co-worker, but you do have to be civil at work. Treat each person with respect and equality.

Diversity

Core values that win people over:
- Trust and Truth: whether someone likes the truth or not, more respect will be gained by telling the truth.
- Respect: take the time to figure out how someone else likes to be treated and exhibit flexibility in your behavior.
Diversity

- **Empathy**: understand how someone else feels by asking the right questions of yourself.
  - How would I feel if I were being treated that way?
  - How would I feel if I were being talked to that way?

- **Unity**: not about everyone agreeing, but creating a sense of cooperation and connectedness while holding on to what we feel is right and letting others do the same.

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Diversity

- **Self-awareness**: change your habits; it takes 21-28 days for a new behavior to become a habit. Focus on a habit you would like to change.

- **Scanning**: look at all the possibilities, even if some of them were not yours.

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Overcoming Issues Associated with Diversity

- Accept that people are different.
- Everyone makes mistakes...be forgiving.
- Understand there are other ways of thinking and/or doing things.
- Stay away from stereotyping.
- Think in terms of unity...what are our common strengths?
  - Not “management” vs. “staff,” “haves” vs. “have nots”