

WORKPLACE ETIQUETTE

NM Workforce Connection

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WHAT IS 'WORKPLACE ETIQUETTE'

- ▶ Workplace etiquette means the socially acceptable ways that we interact with one another and behave in our workplace
- ▶ Acceptable standards of communication and interaction in our workplace may vary from one workplace to another, however, I believe there are some behaviors which are universally acceptable or not....

WORKPLACE ETIQUETTE

- ▶ A LOT OF WORKPLACE ETIQUETTE HAS TO DO WITH COMMON COURTESY, MAKING OUR WORKPLACE A COMFORTABLE PLACE THAT IS CONDUCTIVE TO PRODUCTIVITY & SUCCESS
- ▶ NON-NEGOTIABLES:
 - ▶ COMPANY POLICY
 - ▶ ANYTHING THAT MAKES ANOTHER PERSON UNCOMFORTABLE, UNEASY, OR AFRAID

WHAT BEHAVIORS DOES WORKPLACE ETIQUETTE INCLUDE?

- ▶ The way you relate to your co-workers
- ▶ The way you relate to customers
- ▶ Your behaviors while at work
- ▶ What you wear
- ▶ How you speak/communicate to/with people
- ▶ What else?

WHAT WILL WE DISCUSS?

- ▶ WORKPLACE “DO’S AND DON’T’S”
 - ▶ TELEPHONE ETIQUETTE
 - ▶ OFFICE ETIQUETTE
 - ▶ EMAIL ETIQUETTE
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LET'S THINK ABOUT WORKPLACE ETIQUETTE

- ▶ TAKE THE FIRST INDEX CARD
AND WRITE DOWN ONE
ISSUE OR QUESTION
CONCERNING WORKPLACE
ETIQUETTE THAT YOU
WOULD LIKE TO DISCUSS-BE
SPECIFIC

LET'S THINK ABOUT WORKPLACE ETIQUETTE

- ▶ TAKE THE SECOND INDEX CARD AND ON ONE SIDE, WRITE DOWN AN EXAMPLE OF GOOD WORKPLACE ETIQUETTE. ON THE REVERSE SIDE, WRITE DOWN AN EXAMPLE OF BAD WORKPLACE ETIQUETTE

LET'S THINK ABOUT WORKPLACE ETIQUETTE

- ▶ SAVE THE THIRD CARD. AT THE END OF THE WORKSHOP, WRITE DOWN ONE GOOD WORKPLACE BEHAVIOR THAT YOU WILL WORK ON OR TRY AND TEACH TO OTHERS. THIS CARD IS FOR YOU TO KEEP.

WORKPLACE “DO’S AND DON’T’S”

- ▶ WHAT ARE SOME OF THE MOST ANNOYING, BOTHERSOME, AND TIME-WASTING “DON’TS”?
 - ▶ LOUDNESS-
 - ▶ LOUD TELEPHONE CONVERSATIONS (EVEN MORE ANNOYING WHEN THEY ARE PERSONAL CONVERSATIONS)
 - ▶ LOUD TALKING IN GENERAL, ON THE PHONE, IN PERSON NEARBY WHERE PEOPLE ARE TRYING TO WORK, ON INTERCOMS, ETC.
 - ▶ LOUD COMPLAINING (WE’LL TALK ABOUT THIS MORE)
 - ▶ LOUD MUSIC

MORE ABOUT LOUDNESS

- ▶ ASK CO-WORKERS IF YOUR MUSIC VOLUME IS ACCEPTABLE
- ▶ DON'T LISTEN TO OFFENSIVE MUSIC (SUBJECTIVE- ANYTHING WITH PROFANITY, VIOLENCE, OR DRUGS, OVERLY SEXUAL)
- ▶ TURN YOUR MUSIC DOWN WHEN SOMEONE COMES IN TO SPEAK WITH YOU, WHETHER IT IS A CUSTOMER OR CO-WORKER
- ▶ KEEP PERSONAL CONVERSATIONS TO A MINIMUM WHILE AT WORK – CLOSE YOUR DOOR OR GO OUTSIDE ON A BREAK
- ▶ TURN YOUR CELL PHONE RINGER TO VIBRATE OR LOW VOLUME
- ▶ WHAT ELSE?

WORKPLACE DON'TS

- ▶ INTRUDING ON PERSONAL SPACE
- ▶ “CHATTY PATTY”-CONSTANTLY COMING IN TO YOUR SPACE TO CHAT ABOUT NON-WORK THINGS.....BE FRIENDLY WITH CO-WORKERS, BUT ALLOW THEM TIME TO GET THEIR WORK DONE (ALSO KNOWN AS “GOSSIPY GLENDA” or the SORORITY SISTER)
- ▶ “NEEDY NELDA”-SEEMS TO ALWAYS NEED HELP WITH SOMETHING-IF YOU NEED MORE HELP WITH YOUR WORK, TALK TO A SUPERVISOR ABOUT YOUR WORK LOAD, OR SET ASIDE TIME TO GET HELP FROM CO-WORKERS ON PROJECTS
- ▶ “NEGATIVE NELLIE”-ALWAYS COMING INTO YOUR SPACE TO COMPLAIN-SPEND MORE TIME WORKING TO IMPROVE THINGS, COMPLAINING IS THE ROOT OF ALL EVIL AT WORK! (WE’LL TALK MORE ABOUT NELLIE)

▶ WHAT ELSE?

WORKPLACE DON'TS

- ▶ MAKING YOUR PERSONAL HYGIENE A PUBLIC AFFAIR
 - ▶ GROOMING YOURSELF IN PUBLIC
 - ▶ TOO MUCH PERFUME
 - ▶ LACK OF GROOMING
 - ▶ B.O.
 - ▶ B.B.
 - ▶ BARE FEET
 - ▶ TOO MUCH MAKEUP
 - ▶ NOT ENOUGH CLOTHES OR TOO-TIGHT CLOTHES


PERSONAL GROOMING, CONTINUED

- ▶ SCUFFED, WORN, TORN, OR DIRTY SHOES, CLOTHES, ETC.
- ▶ REFER TO OFFICE POLICIES ON THINGS LIKE....
 - ▶ DISTRACTING HAIRSTYLES
 - ▶ BODY ART
 - ▶ FANCY NAILS

WHAT ELSE?



WORKPLACE DON'TS

- ▶ TAKING CELL PHONE CALLS OR TEXTING WHILE IN MEETINGS OR INVOLVED IN A CONVERSATION WITH CUSTOMERS OR CO-WORKERS
 - ▶ EVEN IF IT'S A BUSINESS CALL, IT'S RUDE. IF YOU MUST TAKE A CALL OR RESPOND, APOLOGIZE, AND EXCUSE YOURSELF FROM THE CONVERSATION.
 - ▶ TURN YOUR PERSONAL CELL PHONE OFF OR TO VIBRATE DURING WORK HOURS
 - ▶ SET ASIDE A TIME TO CHECK EMAIL, VOICEMAIL, AND TEXT MESSAGES-CONSIDER DISCONNECTING EXCEPT DURING THOSE TIMES
 - ▶ MULTI-TASKING ISN'T ALWAYS MORE PRODUCTIVE
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WORKPLACE DON'TS

▶ LUNCHTIME NO-NO'S:

- ▶ SMELLY LEFTOVERS
- ▶ BURNING POPCORN
- ▶ TAKING OTHER PEOPLE'S FOOD
- ▶ CLEAN UP AFTER YOURSELF
 - ▶ DON'T LEAVE MOLDY FOOD IN THE COMMUNITY FRIDGE
 - ▶ WASH YOUR OWN DISHES
 - ▶ CLEAN THE MICROWAVE IF YOU MESS IT UP

WHAT ELSE?



WORKPLACE DON'TS

- ▶ COMPLAINING
- ▶ COMPLAINING IS THE ROOT OF ALL EVIL AT WORK. IT 'S ANNOYING, IT CAUSES RESENTMENT, IT CONTRIBUTES TO POOR MORALE, AND IT DECREASES YOUR ABILITY TO DO YOUR JOB WELL.
- ▶ WHAT DO PEOPLE COMPLAIN ABOUT?
 - ▶ THEIR WORKLOAD
 - ▶ THINGS THEY PERCEIVE AS UNFAIR
 - ▶ OTHER EMPLOYEES
 - ▶ THEIR PAY CHECK
 - ▶ THEIR BOSS

COMPLAINING

- ▶ If you don't like something, try and change it. If you can't change it, either accept it or move on. But stop complaining!

TELEPHONE ETIQUETTE

- ▶ BE PLEASANT & SMILE WHEN YOU ANSWER THE PHONE
- ▶ NEVER TRANSFER SOMEONE WITHOUT LETTING THEM KNOW WHAT YOU ARE DOING
- ▶ DON'T SOUND RUSHED OR ANNOYED AT THE CALLER, EVEN IF YOU ARE BUSY!
- ▶ DON'T BE A CALL-CENTER ROBOT
- ▶ DO WHAT YOU CAN TO HELP THE PERSON ON THE LINE BEFORE HANGING UP OR TRANSFERRING



TELEPHONE ETIQUETTE


- ▶ WHEN MAKING A CALL, IDENTIFY YOURSELF BY FIRST AND LAST NAME, AND WHERE YOU ARE CALLING FROM
- ▶ LEAVE COMPLETE MESSAGES
 - ▶ YOUR NAME, COMPANY NAME, WHY YOU ARE CALLING, AND WHAT YOU WANT THE OTHER PERSON TO DO –BE SPECIFIC (CALL ME BACK BY 3PM PLEASE, EMAIL ME THE REPORT, STOP IN AND SEE ME BEFORE TOMORROW)
 - ▶ BE SHORT AND TO THE POINT-DON'T RAMBLE
 - ▶ RETURN MESSAGES PROMPTLY

WHAT ELSE?

EMAIL ETIQUETTE

- ▶ DO NOT SEND AN EMAIL WHEN A PHONE CALL OR PERSONAL CONVERSATION IS MORE APPROPRIATE
- ▶ BUSINESS EMAILS SHOULD BE TREATED LIKE BUSINESS CORRESPONDENCE-----NOT TEXT MESSAGING
- ▶ INCLUDE A GREETING AND CLOSING
- ▶ ADDRESS PEOPLE WITH THE APPROPRIATE FORMALITY
- ▶ SPELL AND GRAMMAR CHECK
- ▶ READ ALOUD TO MAKE SURE YOUR MESSAGE IS CLEAR
- ▶ INCLUDE ALL NECESSARY DETAILS AND INFORMATION

EMAIL ETIQUETTE

- ▶ GO EASY ON THE “REPLY TO ALL” AND CC: FEATURE—ASK YOURSELF WHO IT IS NECESSARY TO INCLUDE
 - ▶ INCLUDE A RELEVANT SUBJECT
 - ▶ DON'T USE ALL CAPS
 - ▶ DON'T USE DISTRACTING BACKGROUNDS
 - ▶ DON'T USE DISTRACTING FONTS OR FONT COLORS
 - ▶ TO SMILEY OR NOT TO SMILEY?
 - ▶ DON'T SEND INAPPROPRIATE EMAILS TO CO-WORKERS (REMEMBER THE RULE ABOUT ANYTHING MAKING YOU FEEL UNCOMFORTABLE, UNEASY, OR AFRAID)
 - ▶ CHAIN EMAILS, JOKES, POLITICAL OR RELIGIOUS CONTENT
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EMAIL ETIQUETTE

- ▶ DON'T MAKE ASSUMPTIONS FROM ELECTRONIC CORRESPONDENCE-ASK FOR CLARIFICATION IF NEEDED

WHAT ELSE?



WORKPLACE ETIQUETTE

LET'S REVIEW YOUR
CARDS FOR DISCUSSION

WORKPLACE ETIQUETTE

THANK YOU!