STEPHEN F. AUSTIN STATE UNIVERSITY
NACOGDOCHES, TEXAS

Etiquette: Keeping Your Cool in School

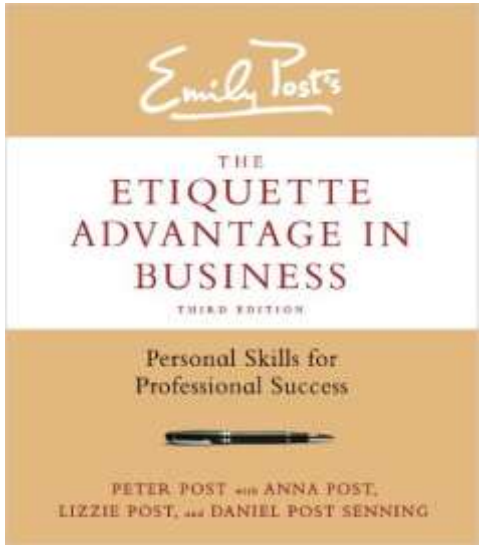
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Authority on Etiquette

- The Etiquette Advantage in Business, Third Edition: Personal Skills for Professional Success
  - Peter Post with Anna Post, Lizzie Post, and Daniel Post Senning



Foundations of Etiquette

- Actions
  - Impact the image others have of us.
- Appearance
  - Dress, hygiene, body language
- Words
  - Create perception

"The real you is what really matters in your interactions with everyone you come into contact."

Emily Post

Foundations of Etiquette

- Consideration
  - Looking at the current situation and assessing how it affects everyone who is involved
  - Thinking before you act
- Respect
  - Identifying how a possible action with affect others
  - Making choices that build relationships
- Honesty
  - Acting sincerely and being truthful, not deceitful
  - Doing it sincerely

Foundation of Etiquette



Communicating



- Face-to-Face
  - Keep 18 inch distance
  - Make solid eye contact
  - If height difference is significant, stand far enough away to avoid discomfort
  - Be considerate of persons with disabilities
  - Be aware of international customs and taboos

Communicating

- Watch those jokes!
  - Avoid ethnic, racial religious or gender-based humor
- Remember to say Thanks!
- Pay compliments when due
- Accept compliments gracefully with a simple thank you
- Never mention a pregnancy until you've had confirmation she's really pregnant

Magic Words

- Please
- Thank you
- You're welcome
- I'm sorry
- Excuse me
- Pardon me



Watercooler Tips

- Make sure the audience is receptive
- Don’t overstay your welcome
- Ask input from the other person, show genuine interest
- Include others in the conversation
- Avoid personal subjects: politics, sex, money, religion
- Excuse yourself after making a concluding statement
- If you can’t talk, politely explain and ask to catch up later

Gossip??

- Avoid becoming the current topic by keeping personal information to yourself
  - If targeted, research to determine the source
  - Privately confront the source and ask them to set the record straight
- Don’t participate, because you don’t know all alliances
  - Politely excuse yourself if gossip is initiated



Petty Annoyances

- Determine whether to address or ignore issue
- Odor –
  - 100% surveyed said they'd want someone to tell them
  - Enlighten them privately or enlist help from supervisor or HR
- Too much scent – tone it down
- Embarrassing moments – something in teeth, open fly, unbuttoned shirt
  - Discretely tell them or enlist help to do so

Workspace

- Rise to greet people entering your workspace
- Watch closed doors
  - Project requiring quiet
  - Meeting with a visitor
  - Confidential matter
- Careful with smells when you have to eat at your desk
- Treat a cubicle as an office

Cubicle Do's and Don'ts

- Watch voice volume
- Remind yourself to keep voice low on the phone
- Use earbuds to listen to music, if institution allows
- Careful about overhearing others
- Use private area for confidential conversations
- Follow any company policies re decor

Intros

- 4 Essentials of a good handshake
  - Stand up
  - Smile and make eye contact
  - State your greeting
  - Shake, firm but not hurtful



- Fist bump is not appropriate in business context
- When making intros, speak to most important person first

Business Greetings

- Take your cue from the other person in using their first name
- “Yes, ma’am/sir” – avoid and use title and surname, unless you know their preference
- Listen when introduced, repeat name and use it the conversation, visualize how it looks written down
- If you’ve forgotten a name, honestly admit it
- Check pronunciation
- Providing them with a business card is helpful

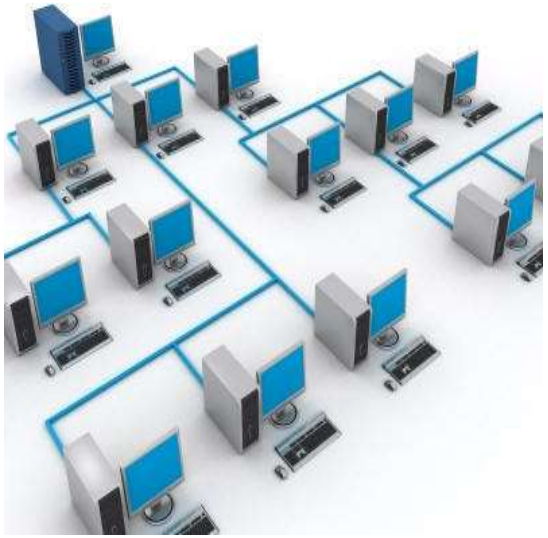
Face-to-Face Meetings



- Start on time/be on time
- Keep things on track if you're facilitating
- Encourage full participation
- End on time
- Deal politely but firmly with problem participants – view as an opportunity
- Stuck in an overlapping meeting
  - Notify someone in second meeting
  - Let meeting participants know you must leave
- Avoid interruptions (silence cell phones)

Electronic Meetings

- Watch the time & time zones
- Know the list of participants – make introductions
- Avoid external & disturbing noises
- Check equipment
- Establish agenda
- Monitor the mute button
- Wrap it up and follow up



Handling Difficult People

- Listen carefully to the complaint
- Keep your emotions in check
- Ignore any general or nonconstructive complaints
- Work to resolve specific complaints
- Determine what can be resolved immediately, if anything, and focus on that

Angry Clients

- Don’t take it personally – objectively consider their issue
- Get support if needed
- Let a caller rant to relieve anger – don’t interrupt
- At conclusion of rant, comment showing you listened and understand the importance
- Give them your name and call back number
- If situation doesn’t diffuse, get contact information and call back after researching issue
- Don’t make promises you can’t keep

What if you're wrong?

- Apologize to the person
- Offer whatever solution you can provide
- Follow through
- Practice patience, skill and diplomacy if anger results from the issue

Restaurant Do's andDon'ts

- If other's meals arrive first, encourage them to eat, wait for cue from higher ranking guests
- Dirty glass or utensil, bug or hair in your food – wait to catch waiter's attention unobtrusively
- Guest has food on face – subtly let them know
- Something in your teeth – if you can't dislodge with your tongue, head to the restroom
- No doggy bag for leftovers unless you're paying for your own meal and are familiar with the guest
- Make special meal needs arrangements ahead of time

Telephone Tips

- Be prepared
- Identify yourself
- Don’t multitask, focus on caller
- No eating or chewing gum
- No radio in the background
- Don’t sneeze, cough or blow your nose into the receiver
- Don’t interrupt the call for other colleagues
- Bad timing? Explain and ask to call back



More Telephone Tips

- Ask to put them on hold and wait for their answer
- Give the reason for putting them on hold
- Check back in frequently
- Have assistants politely screen calls by getting caller information
  - "May I ask what this call concerns?"
- Return calls within 24 hours or ask assistant to provide reason for delay
- Smile as you speak

Written Communication

- Watch tone
- Proofread, proofread, proofread!
- Avoid texting abbreviations
- Use descriptive subject lines
- Watch “reply all”
- Text carefully and only in appropriate situations
- Consider confidentiality

Remember…..

- Foundation of etiquette is ethics –
  - Consideration
  - Respect
  - Honesty
- Practice these and your etiquette will be solid
- More details on the specifics, refer to Ms. Post's writings

Questions?

Go forth and practice etiquette!