Business Etiquette and Professionalism for Preventionists - ODMHSAS

History of Etiquette

Since the beginning of recorded history, manners have played an important role in behavior.

Today we shake hands automatically, but the custom started in the middle ages. When two men met, they extended their right hands and shook hands to show that they did not intend to use their swords. It was a display of courtesy and friendship.

What is the origin of the word etiquette? It comes from an old French word meaning ticket. Later it came to mean a prescribed routine. Today, etiquette is defined as "the forms, manners and ceremonies established by convention as acceptable or required in business and society." It is a code of behavior based on kindness, consideration and unselfishness - something that should never change. Francis Bacon said, "If a man can be gracious and courteous to strangers, it shows he is a citizen of the world."

Charles I and II of England copied the rules of etiquette from the French court and the rules became the standard of behavior among aristocrats everywhere. As the motto of Winchester College at Oxford, says: "Manners maketh man."

The old etiquette books say things like, "Do not drink tea from a saucer;" and, "Wipe your dirty hands on bread in order not to soil the napkin." History shows us that while specific customs may be abandoned, having good manners will never go out of style.

Etiquette Today

It has been said that proper etiquette is the oil that greases the wheels of society. The same is true for business.

Today's corporate climate is changing at a rapid pace, but the necessity of good manners remains constant. It is the golden key to success. As John D. Rockefeller once said, "The ability to get along with people is as purchasable a commodity as sugar and coffee, and I pay more for that ability than any under the sun."

Graduate business schools may tell us that a "good education, good connections and a good suit" are all we need to succeed. But they have forgotten an essential ingredient - good manners. That is what produces better jobs, better clients and better relationships.

Many executives have impressive credentials, but lack the social skills that are necessary to reach their career objectives. More than one executive has risen to lofty heights only to be brought down because of the weight of arrogance, rudeness and impolite behavior. In the early 1900's, the statement Oliver Herford made to someone, "I don't recall your name, but your manners are familiar" says it all: manners matter.

MANNER MONDAY™ AND E-NEWSLETTER

Carey Sue sends a weekly E-Newsletter, "Manner Monday" in which she shares a tip for you to think about as you get your week started. You can sign up for the E-newsletter and view Manner Monday at www.CareySueVega.com

Manner Monday is for everyone… anyone trying to make a positive impact on their personal environment and the people they come into contact with on a regular basis.

Manner Monday is not a long and arduous process… it consists of little tips (many of which we all know - but need a gentle reminder) to help you keep good manners in focus and in check as you kick off your week.

Here are a few ideas to make the most of the Manner Monday tips:

- Use it to jump-start your staff meeting.
- Post it on your mirror, in your car, or on your computer.
- Use it as a table topic for mealtime discussion this week.
- Driving in the car with the family? Have the kiddos turn off the technology and engage in some dialogue using the Manner Monday tip of the week.

You will never have a second chance to make a first impression. The first contact a person has with you is lasting and often difficult to change.

Within 30 to 60 seconds of meeting someone, people begin forming positive or negative impressions about you. Within three to six minutes, they have usually decided whether or not they wish to spend any more of their time getting to know you better.

Research studies at UCLA by Albert Mehrabian show that 55% of the first impressions we make are non-verbal. How we use our voice makes up 38% and 7% of our impression is made up by the words we say.

A Reminder on Shaking Hands

1. Hands should be clasped so that the bases of the thumbs meet. Grasping fingers can be painful. There should be firm pressure, but not a tight grasp.
2. Shaking hands should be accompanied by eye-to-eye contact.

FIRST IMPRESSIONS

OUR APPEARANCE

One of the most important non-verbal signals we send to others is through the clothes we wear. "Appropriate" and "Neatness" are the words to keep in mind whether you are dressing for school, sports, church or any other occasion.

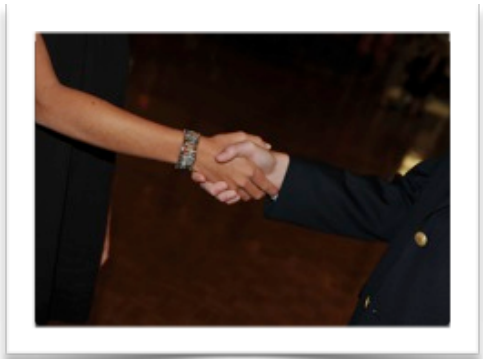
Always check the fit of your clothes. Just a little-too-tight can distract from that first impression. In addition to looking ridiculous when you wear something that is too small or too large, you'll find it to be very uncomfortable. Check yourself in the mirror from the front and back. Fifteen percent of what other people see of you is from *behind*!

ANNOYING GESTURES AND BODY LANGUAGE:

- Do not stand too close to people when you talk to them. In our culture, this makes people feel threatened. If you notice someone backing up as you speak to him or her, you will know that you are too close and that they are uncomfortable.
- Gum should not be chewed in public.
- Gestures that communicate nervousness and insecurity: biting or chewing of fingernails, playing with hair, excessive movement (tapping feet, wiggling, etc.), avoiding eye contact.

INTRODUCTIONS

The Short and Sweet of it:



1. Say the most important person's name first. (Lady, older person, client, etc.)
2. I would like to introduce 'to you' ... not 'you to' reversing the level of formality. Think of U2 as the band and instead use the phrase "to you" for your introductions. Jayne Smith (older person), I would like to introduce to you Nancy Jones (younger person).
3. Add something of interest to help the people you are introducing make a connection with one another. Jayne is the director of the ABC Foundation; Nancy and I worked together on the United Way project.

WHEN TO STAND:

- Standing is a way to show respect for both Ladies and Gentlemen.
- Always stand to shake hands.

BUSINESS ETIQUETTE vs SOCIAL ETIQUETTE:

Business Etiquette tends to be "gender neutral". In some regions, an act that would be considered courteous and chivalrous *socially* may be a bit out of place in the world of business when amongst peers.

THE ART OF CUSTOMER SERVICE:

People want to business with people they like. No one likes a whiner or complainer. If you're having a bad day, your customer truly doesn't want to hear about it and there's a really good chance your customer is dealing with far worse troubles.
Think twice about bad-mouthing anyone or any company in front of a customer or even a fellow employee. Customer service is an art, it's about making someone feel valued and trusted.

ETIQUETTE AND ETHICS

OK Ethics Informal Survey:

- 80% of participants indicated that they believed Americans are less civil than they were five years ago.
- At least 34% observed impolite behavior on an occasional basis
- A whopping 93% stated that, when owed an apology, they 'occasionally' get one.

How can we play an active role in promoting Civility?

- Respect. Treating others the way we wish to be treated.
- Being aware of our impact other people.

BUSINESS GIFTS

Business Gifts can be the perfect way to share an important milestone with a colleague or a great way to show a client they matter. Business Gifts can also create an uncomfortable situation where boundaries are crossed and client or colleague relations are left hanging in an awkward, uncomfortable state. Take some time to think through whether a gift is appropriate and necessary. By choosing a gift that is too expensive or extravagant sends the wrong signals and can easily create ethical issues. Sometimes a simple card is gift enough.

Gifts for the Boss? Refrain from giving a personal gift to the boss; unfortunately this may be frowned upon by your colleagues leaving them thinking you're trying to one up them. Instead, if a gift is necessary, look to your fellow employees and consider giving a "group" gift. By giving a group gift, everyone is included and the opportunities for favoritism are left at bay.

It's all in the Presentation. A small gift can be made so much more by thinking through the presentation. Nice packaging says, "you're important", "you're special".

REQUESTING A MEETING OR CONFERENCE CALL

When sending an email or calling to request an appointment for a Conference Call be precise and to the point in what you plan to discuss and how much time you are requesting. It will help to prepare both parties so the call can be productive and efficient.

For example:

Joe, I would like to schedule 30 minutes next week for a conference call with you to discuss:

1. The status of XYZ project
2. Marketing materials for the ABC program
3. Preparations for the LMN conference

I'm available either: (list three possibilities). Do any of those times work for you? If not, please let me know what is convenient for you so I may plan accordingly.

I look forward to the call.

Thank you,

John

Sharing as much information during the initial request helps both parties to be beneficial, effective and professional participants during the conference call.

QUALITIES OF A GOOD CONVERSATIONALIST:

When you break through a person's shyness and involve him or her in his favorite subject, the conversation will become easy for both of you. It's the start of a good relationship.

Conversation tips:

- Show interest in what the other person is saying.
- *Never interrupt when someone is speaking.*
- Develop your voice (pitch, force, modulation).
- *Increase your vocabulary*. Make it a habit to add one useful word each week.
- Avoid trite, repetitive words or phrases such as "You know," "Naw," "Uh-huh," "Right?" "Okay," "Yeah," etc.
- Don't monopolize the conversation.
- A successful conversation requires the cooperation of *both* partners.
- When conversing in a group, *everyone in the group should be included*.
- Choose your topics carefully. Avoid unpleasant subjects or derogatory comments.
- Ask questions. Don't center the conversation on yourself.
- When someone is speaking, don't turn away. It is a sign of disrespect.
- Keep your conversation on a positive note. Negative talk or gossip is a sign of insecurity. Never denounce or attack someone who is not present.
- Practice good grammar. "Hear" yourself speaking correctly. For example: Instead of "I feel good, thank you," it should be, "I feel fine, thank you." Or, instead of saying, "She gave it to her and I," you should say, "She gave it to him and me."

Pay close attention to your *"body language."* Assume a position of authority and self-confidence by sitting erect. Sitting "collapsed" gives the opposite message. Your posture sends negative or positive signals. Observe these rules:

- Make it a habit to sit "pretty" or "strong" in your chair.
- Keep your hands calm. Don't constantly look at your hands, pick at your nails, or keep locking and unlocking your fingers.
- Keep your feet calm.
- Remain still. Squirming causes unwanted attention.

GOSSIP

To gossip, or not to gossip: there is no question. Don't gossip. Nothing good will ever come of it. When tempted to engage in revealing personal or sensational facts about another, or spreading rumors of an intimate nature, ask yourself: Is it true? ... Is it kind? ... Is it necessary? ... Is it my story to tell?

If someone is trying to get you to gossip… simply state, "It's not my story to tell" and change the subject. And keep in mind… one who gossips to you, will more than likely gossip of you.

"Great minds discuss ideas; average minds discuss events; small minds discuss people." - Eleanor Roosevelt

"Who" or "What" are you discussing these days?

THE POWER OF "PLEASE"

- "Hand me the pencil."
- "Will you hand me the pencil?"
- "Will you please hand me the pencil?"

No matter the question and no matter to whom the question is directed. The power of "please"… it makes all of the difference in the world.

PAYING AND RECEIVING COMPLIMENTS

Paying Compliments

Be sincere. (Not just because you want to "butter up" someone.)

Give compliments when they are earned.

- Compliment someone's hair or the person's clothes.
- Compliment someone's smile.
- Compliment someone for an outstanding achievement.

A few words of praise, appropriately directed, make everyone feel good.

Receiving Compliments

When someone says something complimentary, the only reply you need is, "Why thank you very much." A sincere smile should accompany your statement, for a smile is a true sign of gratitude.

NOTE: Never turn a compliment into an argument! In other words, don't disagree with their compliment.

POLITE CONVERSATION

Technology is great, but truly successful people will be the people who can TALK to other people. A good listener concentrates on the person speaking. Listen, reconfirm, and respond. Keep in mind that conversation is a dialogue, not a monologue.

Conversation starters:

- "How do you know the host?"
- "What brought you here?"

Basic Points of Disability Etiquette

- Don't stare. Staring is disrespectful and makes people feel uneasy.
- Avoid asking personal questions about some one's disability. If you must ask, be sensitive and show respect.
- Be considerate of the extra time it might take for a person with a disability to do or say something.
- Be polite and patient when offering assistance, and **wait** until your offer is accepted. Listen or ask for specific instructions.
- Refer to a person's disability only when necessary and appropriate.
- Use *people first* language - refer to the individual first, then to his or her disability. It is better to say "the person with a disability," rather than "the disabled person." Other examples of people first language are: Uses a wheelchair; has cerebral palsy (CP) or other condition; person with Down syndrome; person with Autism; person with a mental or emotional disorder.

When you are with a person who uses a wheelchair...

- Do not push, lean on, or hold onto a person's wheelchair unless the person asks you to. The wheelchair is part of his or her personal space.
- Try to put yourself at eye level when talking with someone in a wheelchair. Sit or kneel in front of the person.
- Rearrange furniture or objects to accommodate a wheelchair before the person arrives.

DISABILITY ETIQUETTE

Thank you to the Oklahoma Developmental Disabilities Council for their help and input on Disability Etiquette.

How to interact with people who have disabilities

Don't let fear keep you from getting to know people who have a disability. Remember: a person with a disability is a **person with feelings.** Treat him or her with the same respect *you* wish to be treated.

You cannot always see a disability. If a person acts unusual or seems different, **just be yourself.** Let common sense and friendship break down any barriers you may encounter.

When talking with a person who has a disability...

- A handshake is NOT a standard greeting for everyone. When in doubt, ASK the person whether he or she would like to shake hands with you. A smile along with a spoken greeting is always appropriate.
- Speak directly to the person with a disability, not just to the ones accompanying him or her.
- Don't mention the person's disability, unless he or she talks about it or it is relevant to the conversation.
- Treat people as people. Don't patronize or *talk down to* people with disabilities.
- Be patient and give your undivided attention - especially with someone who speaks slowly or with great effort.
- Never pretend to understand what a person is saying. Ask the person to repeat or rephrase, or offer him or her pen and paper.
- It is okay to use common expressions like "see you soon" or "I'd better be running along."
- Relax. Anyone can make mistakes. Offer an apology if you forget some courtesy.

Talking with a person who is deaf or uses a hearing aid...

- Let the person take the lead in establishing the communication mode, such as lip-reading, sign language, or writing notes.
- Talk directly to the person, even when a sign language interpreter is present.
- If the person lip-reads, face him or her directly, speak clearly and with a moderate pace.
- With some people, it may help to simplify your sentences and use more facial expressions and body language.

When meeting a person with a disability that affects their speech...

- Pay attention, be patient, and wait for the person to complete a word or thought. Do not finish it for the person.
- Ask the person to repeat what is said if you do not understand.
- Be prepared for various devices or techniques used to augment speech.

Interacting with a person who is blind or has a disability affecting sight or vision...

- When greeting the person, identify yourself and introduce others who may be present.
- Don't leave the person without excusing yourself first.
- When asked to guide someone with a sight disability, never push or pull the person. Allow him or her to take your arm then walk slightly ahead. As you enter a room with the person, describe the layout and location of furniture, etc.
- Be specific when describing the location of objects. *(Example: "There is a chair three feet from you at eleven o'clock.")*
- Don't pet or distract a guide dog. The dog is responsible for its owner's safety and is always working. It is not a pet.

CELL PHONE COURTESIES

Cell phones have revolutionized the way we communicate in today's society. They allow us the ability to keep constant contact with each other and are invaluable in emergency situations. However, we need to remember that when using cell phones, just like any other form of communication, we need to show respect to the person we are communicating, and to others around us.

- Those you are with should always take precedence over a phone call.
- Move to a location where others cannot hear your conversation.
- If you must keep your phone on, explain the reason to those around you.
- Whenever possible, use voice mail for incoming calls and return them at a convenient time and place.

TECHNOLOGY VS. TALK?

Texting and Email is black and white. No voice, no tone, no empathy, no body language. Decide which form of communication is better suited for the message you are conveying. Do you need your voice and body language to make sure the message is conveyed accurately? Or is there "no room for error" and an email or text is sufficient?

Many of us think it may be easier to send a colleague or client a digital message because we think it's going to save time, yet picking up the phone (or walking down the hall) can actually save time in the long run of back and forth email exchanges, which sometimes takes days or weeks. Added bonus, you get that human connection.

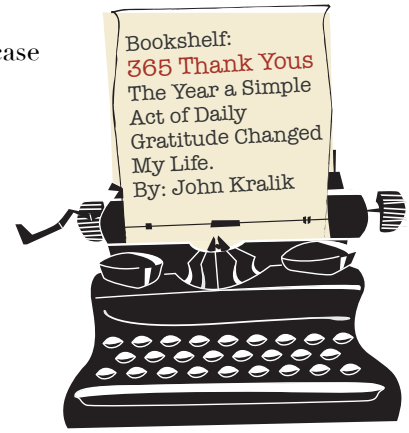
With the ability to "hide" behind our technology, more and more adults are experiencing anxiety over attending social functions and interacting face-to-face. Practice your social skills by choosing to "talk" vs. "technology" when the opportunity presents itself.

YOUR ROLE IN THE COMMUNITY

Serving on Community Advisory Boards. Keep in mind that your character is on display for all of the other committee members and as we all know, actions speak louder than words. People are relying on you to do your job and to do it well. When attending a meeting, give 100% of your attention to the task at hand and come prepared with your homework complete.

Making an Agenda. If you are leading a committee meeting, it's a great idea to spend some time in advance working on an agenda. You might even consider a "timed" agenda where you give a specific amount of time to each topic. This helps to keep the committee on track and ensure everything on the list gets covered. One week before the meeting, send an Email to all committee members and include a copy of the agenda. This gives them an opportunity to review the items to be discussed and to come prepared. After the meeting ends, at your earliest convenience, go over the meeting notes and create the next meetings agenda while everything is fresh in your mind. This helps to make sure everything is included and nothing slips through the loop at the next meeting.

THANK YOU NOTES IN 4-3-2-1



4 minutes…to write a thank-you note. That's it! Keep note cards handy in your brief case or handbag for when you have a few spare minutes.

3 sentences…is adequate to express sincere appreciation (not including salutation and signature).

Line 1: Thank you for the [gift name here].

Line 2: Tell how you appreciate the gift and/or how you will use it. Don't love the gift? Focus on your gratefulness for the gesture.

Line 3: Thank them again for the gift and their friendship

2 days…is the best time to get the note in the mail. Yes, you can wait longer--but don't forget!

1 real stamp…A real stamp is special and nostalgic. Skip the postage meter.

The Etiquette of Silverware Sign Language™

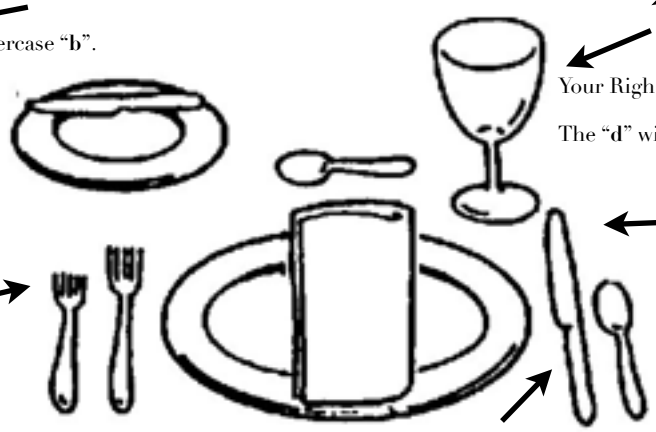
Make an "ok" sign with your Left and Right hands:

Your left hand "ok" sign will look like a lowercase "**b**".

The "**b**" will be your **bread** and **butter** plate.

Your Right hand "ok" sign will look like a lowercase "**d**".

The "**d**" will be your **drink**.



Forks

4 letters in the word LEFT

4 letters in the word FORK

4 lettered utensils go on the Left

Knife and Spoon

5 letters in the word KNIFE and SPOON

5 letters in the word RIGHT

5 lettered utensils go on the Right

Knife - The blade of the knife always face "you", not your neighbor.

AMERICAN STYLE:

When cutting food "American style," the fork is held in the left hand, and the knife in the right hand. Before eating, however, the knife is put down and the fork is transferred to the right hand. The food is then put on the fork and into the mouth. This is often referred to as "zig zag" style since the fork is constantly changing from the left hand to the right.

American Style Finished Position:

American Style At Rest Position:

CONTINENTAL STYLE:

On the "Continent" - speaking of Europe - the fork (tines down) is held in the left hand (for eating) and the knife in the right (for cutting). They are never exchanged. The knife also acts as a "support" system to assist placing small items of food safely on the fork. This is also true in England.

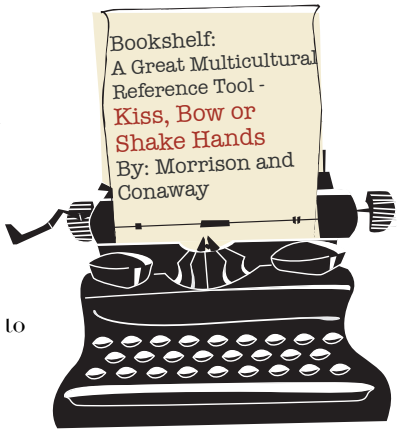
Continetal Style Finished Position:

Continental Style At Rest Position:

HOW FOOD IS SERVED:

The rule of serving is this: Always pour liquids from the right and serve food from the left. You should assist the process by leaning a little to the right when food is being placed before you. Remember always to keep your elbows off the table during the meal. If a plate is exchanged by a server, it is exchanged from the right.

- Avoid placing too much food on your fork.
- Between each bite, place the fork on your plate.
- When eating soup, the spoon should be pushed away from you in the bowl before bringing it to your mouth.



At Networking Functions:

When standing, hold everything in your left hand, leaving your right hand free to shake hands and exchange business cards.

DRESS CODE

"Appropriateness" and "Neatness" are the words to keep in mind whether you are dressing for school, sports, church, or any other occasion. Conservative clothing is both professional and functional. You will never have another chance to make a "first" impression, so it's important to know "what" clothes to wear to "where." By using these guidelines you will always look your best!

COMFORTABLE CASUAL Nice jeans and classic shorts can be worn by both ladies and gentlemen. Sundresses, slacks, and casual skirts are appropriate for the ladies, and long or short trousers, worn with oxford or polo-type pullover shirts, for the gentlemen. You can add sweaters for a more classic look.

DRESSY CASUAL Dressy shorts, skirts, or a simple sundress are worn by the ladies. Gentlemen should wear long trousers with dress shirts. Jackets or sweaters can be worn over shirts. (Ties are optional)

INFORMAL Ladies should wear a nice Sunday dress. Gentlemen should wear dress slacks, dress shirts, and although they may not wear it continuously, they should take a sports coat or a blazer. Suits may also be worn by the gentlemen.

SEMI-FORMAL Ladies should wear a long or short party dress. Before six o'clock, the gentlemen should wear a dark suit and tie. After six o'clock gentlemen may wear a dark suit and tie or a tuxedo.

FORMAL Before six o'clock, ladies wear a short or tea-length late afternoon dress. Gentlemen should wear a dark suit and tie. After six o'clock, formal dress is either "Black Tie" or "White Tie". The term "Formal Wear" is preferred to "Tuxedo".

BLACK TIE Gentlemen must wear a tuxedo and ladies can wear a tea-length or long dinner dress or evening separates. If the dress is strapless or extremely bare, it should be worn with a matching jacket.

WHITE TIE Gentlemen should wear a long black tailcoat with satin lapels and matching trousers with a narrow braid strip, starched white shirt with a bib and french cuffs worn with studs and cufflinks. Ladies would wear a ball gown. Long (above the elbow) white gloves would be worn with sleeveless gowns.

TIPS FOR A SUCCESSFUL LUNCH MEETING

- Pick the restaurant carefully. Stick with something you KNOW; wait staff, speed/quality, etc.
- Make reservations. Period.
- Reconfirm with your guest. Always.
- Arrive early.
- Give your guest the best seat at the table.
- Pay for the meal - ahead of time!

"Good manners will open doors that the best education cannot."
- CLARENCE THOMAS

DINING DOs

- Do try a little of everything served to you unless you know you are allergic to it.
- Do avoid talking with your mouth full. Take small bites, and you will find it is easier to answer your questions and join in table talk.
- Do wait until you have swallowed the food in your mouth before you take a sip of your beverage.
- Do take a quick sip of water if a bit of food is too hot.
- Do carry food to your mouth with an inward, not outward, curve of the fork or spoon.

DINING DON'Ts

- Don't saw back and forth at your meat with a knife. Press and pull the knife toward you.
- Don't pick your teeth at the table, either with a toothpick or with your fingers. If something gets caught in your teeth, excuse yourself and take care of the problem in the privacy of the restroom.
- Don't push your plate away from you when you have finished eating.
- Don't talk about your personal food likes and dislikes while eating.
- Don't place personal items, such as purses, briefcases, and glasses on the table. A small purse belongs on the lap, and a large purse belongs near your feet.
- Don't do any grooming at the table. Excuse yourself and go to the restroom.