



Ohio Association of
Community Action Agencies

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Let's TALK about Communication Etiquette!

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Foundation of Business Etiquette

Three fundamental aspects of Business Etiquette starts with.

Consideration of Others

Respect for Others

Honesty



And finishes with YOU and your words and actions.

Principle: Considerations of Others

Consideration **starts with having EMPATHY** for others.

Demonstrating THOUGHTFULNESS in your:

Words, Actions, and Intent.

Speaking Courteously

Thoughtfulness.



Means thinking about **how your ACTIONS impact others.**

Words, Actions, and Intent.

And so much more!

Principle: Respect

Respect is a FEELING.

That is **demonstrated** by our actions and words

Trust is a FEELING

That is demonstrated by our actions and words.

Respecting others requires **recognizing & acknowledging their WORTH & VALUE.**

Regardless of their gender, race, socio-economic status.

Having Self – Respect!



Principle: Respect

Removing **prejudices** and **biases** from the interaction.

Refusing to encourage or support bad behavior.

Laughing at racist or sexist jokes, etc.

Taking **INTENTIONAL** acts of **Respect**.

Being on Time (Respecting other peoples time)

Giving someone our full attention

Being **PATIENT** and wait until someone is finished before speaking over them.

And so much more!



Principle: Honesty

Being **Truthful**, while being **Considerate**.

Tactfulness

Thinking about how the other person will feel after hearing the information.

Is it Kind.

Is it Necessary.

Is it True

What does it **ADD** to the **interaction**.

Does it enhance or detract from the interaction.



Why Civility Matters

Workers are **Respectful to each other**.

Workers are **Considerate** in their interactions with each other.

Workers demonstrate their **Esteem** for others in their interactions.

Workers **speak positively** about others.

Workers demonstrate and acknowledge other's Dignity.

The **MAJORITY** of your coworkers feel and act with Respect.

The **MAJORITY** of the time.

The policies and actions of leadership demonstrate these VALUES.



Why Civility Matters

Even when there is a Positive Culture within an agency, **there will.**

Conflicts, but how we handle them is a major factor.

Feelings are going to get hurt, that's life, but how we handle them...

People will naturally **get defensive when they are hurting**.

People **will react emotionally** when they are **under attack**

None of this is surprising, it is natural to feel this way...

...but it is **how we REACT** that **demonstrates** our INDIVIDUAL Civility.

And we are in charge of our ACTIONS. (Accept this RESPONSIBILITY!)



Why Business Etiquette Matters

Helps **DEVELOP** and **DEFIND** the relationship from your vantage.

Business etiquette is **PERSONAL** and a **CHOICE**.

Etiquette evolves over time and is reflective of the general environment

Social norms and expectations that have lasted over time have remained consistent.

Being Self - Aware of who you are and be consistent in who you are.

Help strengthen the foundation of relationships.

Why should I care?

Etiquette is defined as

“The customary code of polite behavior in *society or among members of a professional group* or in the workplace”.

Etiquette, the **“Touch & Feel”** of the interaction, and generally, is incorporate in the overall outcome of the interaction.



Why should I care?

Etiquette is referenced as

The concept that **etiquette is a process to help people choose actions** to convey their business message or resolve concerns but **ALSO build relationships** at the same time.

Etiquette, established a “**Touch & Feel**” of the interaction, and generally, **is incorporate in the overall evaluation of the success** of the **outcome** of the interaction.

Use principles of etiquette to determine the very best course of action to take in any situation or interaction **where a relationship is impacted.**



The Comfort Zone

Communication Etiquette

- Helps establish & define the Comfort Zone
- Influences the outcome
- Can enhance the communications
- Can detract from the communications
- **Your decisions** surrounding **YOUR** level of etiquette is **TOTALLY** your decision.



Impact of Communication mediums on Etiquette

Communication via the telephone, email, in-person, texts, instant messaging, social media, by zoom / virtual interactions,, etc.

Each medium has unique features and benefits, utilizing the appropriate etiquette can improve the communications.

Each medium, in addition to the and situational factors of the moment, **like time pressures, impacts** the **“Touch & Feel”** of the communications and

The *degree of distortion* of the message.

Etiquette: Video Conferencing

Be considerate of others

Attire & Appearance

Environment: In-house or Remote

Business meetings (Does # of attendees matter)

Introductions & Greeting

Conversational skills / small talk

Individual unique (known & unknown) differences

Maneuvering around interruptions, (technical issues)



Etiquette: Video Conferencing

Ensure proper lighting

Choose the right background

Maintain eye contact

Ensure high quality audio

Follow the ground rules for participant interaction

Don't ***forget to mute yourself*** if you are not speaking

Don't be late or appear unprepared

Don't wait until the last minute to test your technology



Etiquette: Emails (Netiquette)

Netiquette is the GUIDELINES for cyberspace.

The Rules are inconsistent and ever – evolving

Expected RESPONSE time:

Without some form of feedback from the recipient, it is easy to confuse or misunderstand the message.

The interpretation of the words in an email can change the intended meaning of the message.

Remember, an email is a formal document and correspondence, even if it does not look like one.



Let's review some of the Netiquette of the business world.

Etiquette: Emails (Netiquette)

Remember **the VALUE of Non-Verbal cues in person-to-person** communications.

They are not **present in an email**.

Non-Verbal cues account for 65 – 93% of the communications.

Criticisms via email tend to be **harsher**.

It is more **difficult to establish the “Tone”** of the message.

Use face-to-face communications for sensitive issues

Read your emails aloud looking for areas of potential misunderstanding and ambiguity.

Etiquette: Emails (Netiquette)

Consider if the **content is appropriate** for an email. Once sent, anyone could see / read the message.

When replying, consider the same reply period that you would have for a phone call / message.

Be professional in your fonts. Maintain professionalism.

Be careful about sending personal information in a business email.

The content of the email should have substance and meaning.

Should give the reader a basic understanding of what's the issue.

When changing the subject in the email, write a separate email.

The **title of the email should give an indication of the content.** (May read title and not open)





Etiquette: Emails (Netiquette)

Be aware of “replying all” when you want to reply to the sender

Be considerate of the recipient.

Don't anticipate an immediate response.

Construct your message in a positive or neutral tone.

Avoid using negative wording.

Only use graphical symbols when appropriate.



Etiquette: Emails (Netiquette)

Always use **Please and Thank You**.

Check your grammar and spelling.

Get to the point, **be efficient**.

Read the email **before you send**.



Etiquette: Emails (Netiquette)

PLZ Don't Abbrvt.

Attempt to keep the email brief, (one (1) screen)

Don't use sarcasm or rude jokes.

Don't use all CAPITALS

Slow Down and THINK about the WHY of the message.



Etiquette: Emails (Netiquette)

Don't respond if you are upset.

Take a moment to compose yourself

Leave out the message thread, unless necessary.

Try not to use long sentences.

Leave irrelevant information out.

Add brief description of the attachment

Consider PDF or Rich Text format to ensure compatibility.

Emails & Humor: **Dangerous** Combination

Be careful when using humor. (Personal interpretation).

Interpretation is personal and unique.

Greater likelihood of misinterpretation or offense.

If unsure of common understanding of the humor, **DON'T** send

Formality within the email structure if important for **assigning value to the message.**

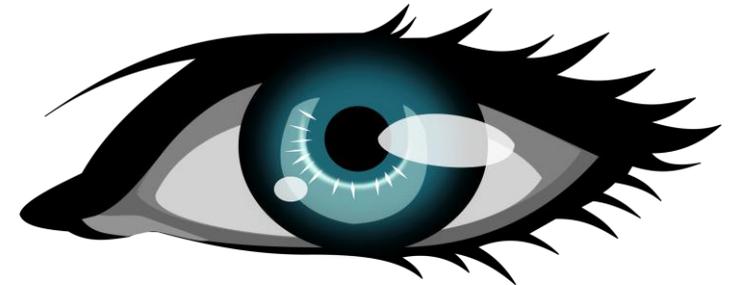
Being too formal can alienate the reader.

Being conversational in your tone can increase receptiveness

Etiquette Tips: Eye Contact

.Maintain **reasonable & consistent** eye contact.

Focus on the person you are speaking to.

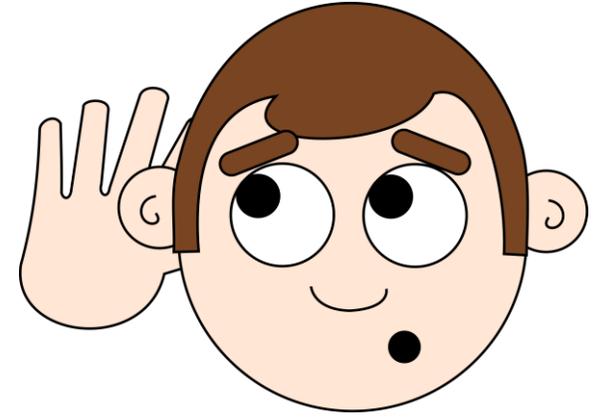


Don't look at your phone, notes, or your watch.

Give the individual your **undivided ATTENTION**.

Your actions convey more than your words.

Etiquette Tips: Silence



Allow individual an **opportunity** to SPEAK.

Give them time to express their points and opinions.

Listen for understanding of the message.

Don't think about your next response when they are speaking.

Don't interrupt, unless necessary for understanding.

Don't **COMPLETE** their sentences for them.

Etiquette Tips: Respect what is SAID.

Demonstrate that you are **LISTENING**.

Attentiveness

Confirm **UNDERSTANDING**.

Para-Phase for clarity.

Always show **RESPECT** to the speaker.

Demonstrate that the speaker & message is IMPORTANT to you.

Try to understand the message



Etiquette Tips: Express yourself Kindly

Speak up when you have something to say.

Establish a TONE of cooperation.

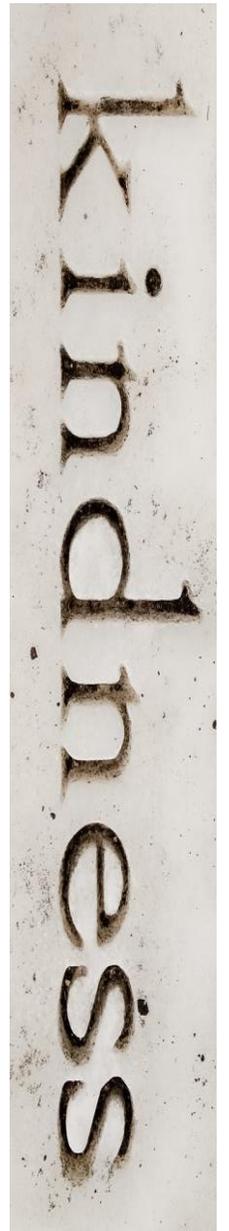
Don't be afraid to DISAGREE, respectfully.

Your opinion matters and so does theirs.

Always be **POLITE & RESPECTFUL.**

Be **OPEN-MINDED** to **differing viewpoints.**

Let others know what you think. (insights, experiences, etc.)



Etiquette Tips: Think before you SPEAK

What is the **point of your comment**.

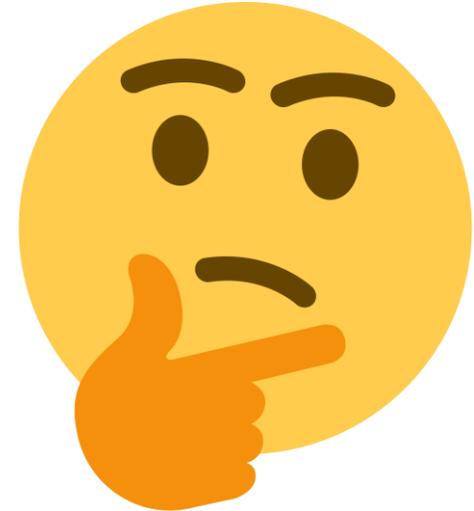
Be CLEAR about what you want to say.

Why is it **IMPORTANT** to the conversation.

Express your **point** in a **concise, straightforward** manner.

Determine if this is the ideal time to raise the point.

Select the appropriate time, place, & medium for message.



Etiquette Tips: Avoid Sensitive Topics

Always **be considerate of other's** feelings.

Keep it PROFESSIONAL.



Focus your talking points to be consistent with the conversation flow.

Try **NOT** to make someone **UNCOMFORTABLE**, if feasible.

Overall: **Know your role or place in the conversation.**

Know your audience. **Who is LISTENING.**

Etiquette Tips: Remain Current on the topic

When possible, **do your HOMEWORK** prior to conversation.

Take ownership of your level of understanding of the topic.

Take **ownership of your role and responsibility** in this situation.

Ownership of your ACTIONS & WORDS.

Maintain your honesty and **INTREGRITY**.

Remember this could be a **LONG-TERM** relationship

Building toward the **FUTURE**.

Etiquette Tips: General Areas

Image & Attire: Dress for the occasion (in person and / or virtual)

The way you present yourself matters.

Posture, Gestures, Laughing, Eating, Drinking, it all influences perception.

Understand and navigating new technologies.

Recognize the Environment.

Remote work settings. (Home office versus kitchen table)

Cell Phones (clarity in transmission)

Background noise (Kids, dog, construction outside, etc.)



Thank you

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