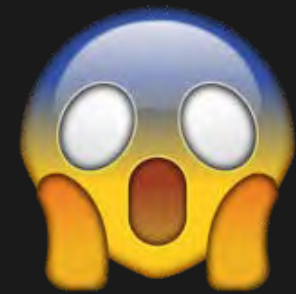


**How
Rude!**



**Etiquette and Manners
for the Workplace or Anywhere Else**

Presented Julie Owens

DID YOU KNOW?



Workplace disrespect affects morale, **communication**, productivity and **health**.

9 out of 10 employees have witnessed or experienced incivility in the workplace.

Job stress, most of which stems from incivility on the job costs U.S. businesses \$300 billion a year.

Incivility is **contagious** and is more likely to create a greater chance of rudeness throughout the workplace.

DID YOU KNOW?



In a 2014 survey conducted by Accountemps, the world's largest staffing service for temporary accounting, finance and bookkeeping professionals in the U.S.

More than **85% survey respondents** said being **courteous** to coworkers has an **impact** on a person's **career**.

A Long Time Ago...



ACCORDING TO EMILY POST

“The philosophy of **etiquette** is timeless and everlasting, whereas **manners** – the **outward expression** of the underlying principles of etiquette – are ever-changing. Manners, by their very nature, adapt to the times.”

“And as fluid as manners are, they all rest on the same fundamental principles of etiquette: **consideration, respect, and honesty.**”

THE DIFFERENCE IS?

Etiquette: Provides the **form or structure** within which good manners operate.

It's what **you do** under various circumstances.

Manners: Are polite behaviors that reflect an attitude of **consideration, kindness** and **respect** for others.

It's how **you behave** towards other people.

IN OTHER WORDS...

ETIQUETTE = **FORM**

MANNERS = **FEELINGS**

FEELINGS = RELATIONSHIPS



“School plea to parents to 'teach manners at home' goes viral”

DEAR PARENTS,

- We would like to remind you that magic words such as hello, please, you're welcome, I'm sorry, and thank you, all begin to be learned at home.
- It's also at home that children learn to be honest, to be on time, diligent, show friends their sympathy, as well as show utmost respect for their elders and all teachers.
- Home is also where they learn to be clean, not talk with their mouths full, and how/where to properly dispose of garbage.
- Home is also where they learn to be organized, to take good care of their belongings, and that it's not ok to touch others.
- Here at school, on the other hand, we teach language, math, history, geography, physics, sciences, and physical education. We only reinforce the education that children receive at home from their parents.

9 Things We Learned By the Age of



1. When asking for something say **"Please"**.
2. When receiving something, say **"Thank You"**.
3. If you need to get someone's attention or bump into them say **"Excuse me"**.
4. Keep **negative opinions to yourself** or between you and your friends.
5. **Always knock** on a closed door before opening.
6. Answer a phone call **politely** and **introduce** yourself.
7. Even if a play or an assembly is boring **sit through it quietly and pretend you are interested**.
8. **Cover your mouth** when you cough or sneeze.
9. Show **respect** for school and personal property



- **Being a good colleague is more than just doing your job well.**
- Professional manners get positive attention.
- A respectful workplace is more pleasant.
- Treating other people with respect makes them want to be nice back to you.
- Driving with good manners can help prevent accidents.
- Good social etiquette will keep your name on the guest list and promotion list.
- **Knowing and using proper etiquette can help with confidence.**
- **Good manners fosters positive relationships.**

What Else?

- No one likes to work with or be associated with **unpleasant people**.
- Business etiquette is also about **communication skills**.
- Etiquette is about **respecting** the space and time of others.
- Poor etiquette and/or manners are **contagious**.

BAD MANNERS

unduly burdensome, and seek privileged information. In response, the Court issues the following invitation of its own:

Greetings and Salutations!

You are invited to a kindergarten party on **THURSDAY, SEPTEMBER 1, 2011, at 10:00**

a.m. in Courtroom 2 of the United States Courthouse, 200 W. Eighth Street, Austin, Texas.

Case 1:11-mc-00712-SS Document 2 Filed 08/26/11 Page 2 of 2

The party will feature many exciting and informative lessons, including:

- How to telephone and communicate with a lawyer
- How to enter into reasonable agreements about deposition dates
- How to limit depositions to reasonable subject matter
- Why it is neither cute nor clever to attempt to quash a subpoena for technical failures of service when notice is reasonably given; and
- An advanced seminar on not wasting the time of a busy federal judge and his staff because you are unable to practice law at the level of a first year law student.

Invitation to this exclusive event is not RSVP. Please remember to bring a sack lunch! The

United States Marshals have beds available if necessary, so you may wish to bring a toothbrush in case the party runs late.

Case 1:11-mc-00712-SS Document 2 Filed 08/26/11 Page 1 of 2

IN THE UNITED STATES DISTRICT COURT
FOR THE WESTERN DISTRICT OF TEXAS
AUSTIN DIVISION

THERESA MORRIS, WIFE OF
BOB MORRIS,

Plaintiff,

-vs-

JOHN COKER, ALLIS-CHAMBERS
CORPORATION AND/OR STRATE
DIRECTIONAL DRILLING, INC.,
Defendants.

Case Nos. A-11-MC-712-SS
A-11-MC-713-SS
A-11-MC-714-SS
A-11-MC-715-SS

ORDER

BELT REMEMBERED on this day the Court reviewed the files in the above-styled causes, and now enters the following opinion and orders:

Non-party Lance Langford, Erik Hoover, and Brigham Oil & Gas, L.P., have the Court to quash subpoenas issued to them on behalf of Jonathan L. Woods, in relation to a matter currently pending in the United States District Court for the Western District of Louisiana, Lafayette-Opelousas Division, because the subpoenas were not properly served, are overly broad and unduly burdensome, and seek privileged information. In response, the Court issues the following invitation of its own:

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BAD MANNERS

CRIME OF THE WEEK: NEWSWORTHY INCIDENTS REPORTED TO

'Super drunk' driver backs into police vehicle

BIRMINGHAM — A Birmingham parking enforcement officer said her department vehicle was struck when a car backed into its front end at around 8 p.m. Feb. 15. Officers arrived at the scene, at Bore and Martin street, and found that the driver of the offending vehicle, a 47-year-old Waterford woman, was under the influence of alcohol.

when driver several times, finally knocking her to the ground.

Rings stolen from apartment complex

FARMINGTON HILLS — A 61-year-old Farmington Hills woman told police that someone stole two valuable rings between Feb. 14 and 16 from her apartment in the 39000 block of Sycamore Chase, near Lancaster Drive.

The woman said that she believes the theft occurred Feb. 14 because her apartment

in the process of getting dressed to check the area.

The officer advised the boy to let his parent know before he leaves the house again. The boy stated that he understood and gave the officer a high-five, according to the report.

Suspect takes ATM from gas station

COMMERCE TOWNSHIP — An early morning break-in resulted in a suspect taking an ATM from a gas station Feb. 15.

the boy away from

Police hid in

the man was and in 21 at 6 P.M. for

Women tussle in drop-off line at elementary school

TROY — A woman told police that she was in the drop-off line at Hamilton Elementary School, 5625 Northfield Parkway, at 9 a.m. Feb. 13 when the driver of a Lincoln MKX pulled in front of her.

The woman said she got out of her vehicle to "have a chat" with the Lincoln driver about the breach of etiquette, and the MKX driver, a 36-year-old Troy woman, reportedly became enraged and began screaming at her.

According to a police report, the Lincoln driver got out of her vehicle and pushed the

other driver several times, finally knocking her to the ground.

HAVE YOU USED THESE LATELY?

Thank you
No, Thank you
Please
Could You
Would You
May I

You're Welcome
Excuse Me
I am Sorry
I Apologize
Hello
Goodbye





BUSINESS ETIQUETTE



MEETINGS and TRAINING

Treat them like your golf game



- No Cell Phones
- Arrive on Time
- Be Prepared
- Dress Properly
- Pay Attention
- Be Courteous
- Be Quiet
- Participate



MEETINGS and TRAINING



- Listen
- Don't leave early
- Be respectful of other viewpoints
- Stay on topic
- Ask relevant questions
- Don't interrupt
- No over talking
- Speak clearly
- No side conversations
- Watch your body language

KEEP ROLLING YOUR EYES.
MAYBE YOU'LL FIND
A BRAIN BACK THERE.

© 1990 J. CROSS

Video & Phone Conferences



- **Identify** yourself when speaking
- **Do not** use a speakerphone
- Dress **professional** from the top up
- Use the **mute** button to minimize **background** noise

WORK AND



TRAVEL

DRESS PROFESSIONALLY

It's Business Casual not **Casual Business**



If leggings were pants, do you know what they would be called?

Pants.



KEEP THE DRINKS TO A MINIMUM

You are still working after all



BE PREPARED

Have your itinerary and important numbers available so you can call if delayed.

3:35P	On Time
3:45P	Cancelled
4:15P	On Time
4:24P	Delayed
4:30P	Cancelled
5:00P	On Time
5:12P	On Time
5:45P	On Time

MAINTAIN PROFESSIONAL BOUNDARIES

Do not use travel as an opportunity to complain or gossip about your boss or coworkers. **You never know who might be listening or watching.**

BASICALLY...

Act as if your boss is by your side during the entire trip.

Enjoy your trip, but remember who is **paying the bill**.

DINING IN GROUPS

LET'S EAT

1. Arrive **on time**.
2. If **running late** or **not coming** let your host know.
3. Rule of 6 – If a party of 12 or more, **once 6 people** have been served, begin eating.
4. If sending back food please let everyone know it is alright to **begin eating**.





TIME TO PAY

- Yes, dinner **includes** tax and gratuity.
- If splitting the bill, limit each person to one alcoholic drink.
- Ask **first** if the bill can be split.
- It is **your responsibility** to keep track of what you order.
- Carry **cash**.
- **Agree** to have one person pick up the bill and for the others to pay their **share of the bill electronically** using an app like Cash App or Venmo.
- Don't nickel and dime **over a dollar or two**. If you leave early include some extra money to avoid **hard feelings or misunderstandings later**.



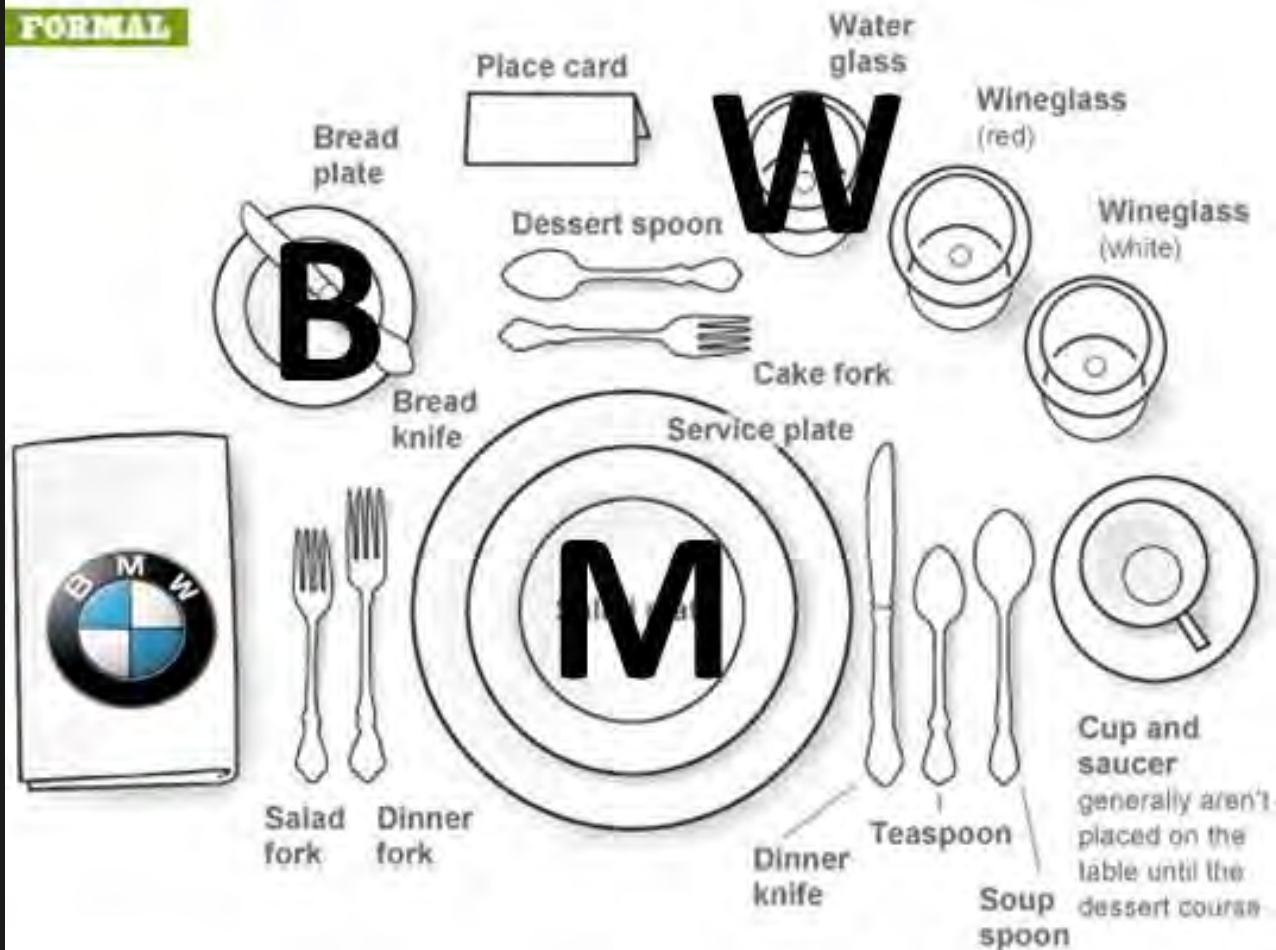
*"The world was my
oyster but I used
the wrong fork"*

DINING – SOME REMINDERS

- Pass food from **left to right**
- Fold your napkin and place to the **left of the plate**
- Take part in conversation
- Place **knife and fork on plate** when finished (parallel to each other)
- Remember to say **please** and **thank you**
- Keep **personal items** (including cell phones and purses) **off the table**
- Place your napkin **on your lap** once seated
- Wait until **all guests are served** and the host begins eating
- Chew with your mouth **closed**
- Always pass the **salt and pepper together**

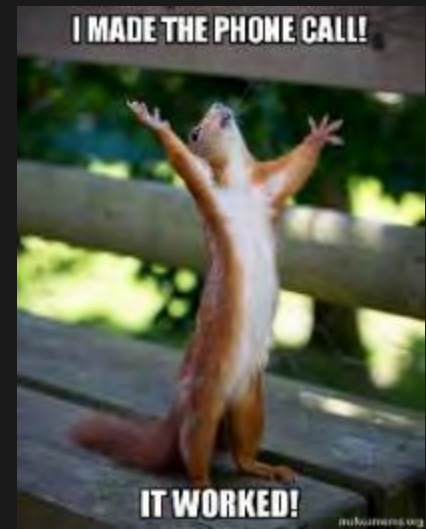
PUT YOUR NAPKIN IN YOUR LAP	
DON'T REACH ACROSS ANYONE AT THE TABLE	WASH YOUR HANDS BEFORE COMING TO THE TABLE
	SHIRTS ON, HATS OFF
ASK TO BE EXCUSED FROM THE TABLE	REST YOUR UTENSILS ON THE PLATE DURING THE MEAL (NEVER ON THE TABLE)
POLITE CONVERSATION IS A MUST <small>(AND GUESTS ARE SURE ABOUT THE AGREEMENT)</small>	

FORMAL



TELEPHONE

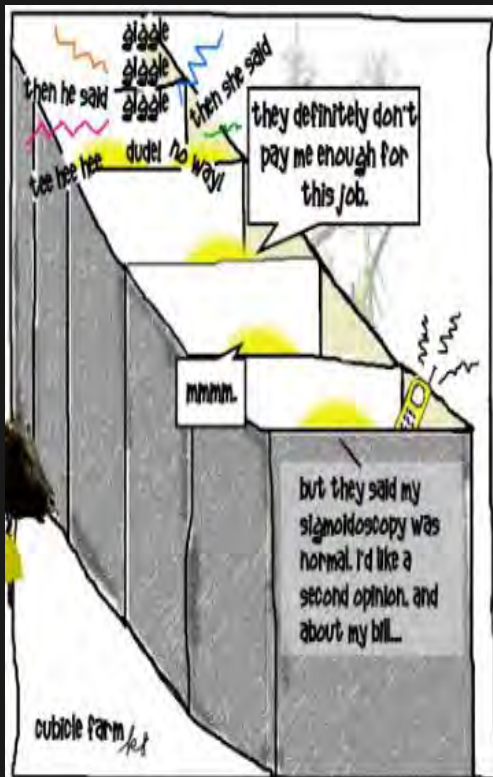
- Let a person know if they are on speaker
- Return phone calls promptly
- Leave an out of office message if you going to be out
- Don't eat or chew gum during the call
- Turn off the radio
- Don't type or shuffle papers
- Your tone sets the stage
- Thank/Apologize for keeping a person on hold
- Have a paper & pen available
- Don't just say Hello when answering the phone
- Answer within three rings
- Leave a message
- Speak slowly and clearly



OFFICE ETIQUETTE



Keep your voice down (especially if you don't want people to know your business)



Put your headphones on
(we can still hear your music even if it is low)



Don't be a **privacy invader**

Ask if it is a good time for a visit



**Don't Gossip,
Eavesdrop, Sneak a Peek,
or be Nosy**

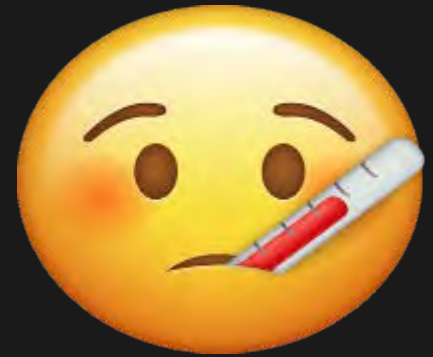
Remember
Curiosity killed the cat

If you can
like your mouth,
you'd be in
good shape.

Stay home if you are sick

Presenteeism

Coming to work when ill and not working to full capacity



Don't eat at your desk
(especially in an open office setting)





The Kitchen or Breakroom

The Kitchen or the Breakroom

Do...

- Clean up spills in the microwave, refrigerator, counter, table and **yes, the floor**.
- Empty and wipe toasters & toaster oven
(nothing like the smell of burnt cheese & old crumbs)
- Wipe the tables when finished eating.
- **WASH YOUR DISHES**
- **Replace** or **contribute** to items used by everyone



Don't...

- Leave old food in the refrigerator
- **Adjust** the temperature settings
- **Eat**, move, or use items that are not yours
- Get **mad** when refrigerator clean day comes
- Leave your popcorn **unattended** in the microwave



The Little Things Add Up



Where are my scissors?

- Ask before borrowing
- Put it back where you got it from

If it is the **last** of something or it is **empty**
Re-order or Fill it up



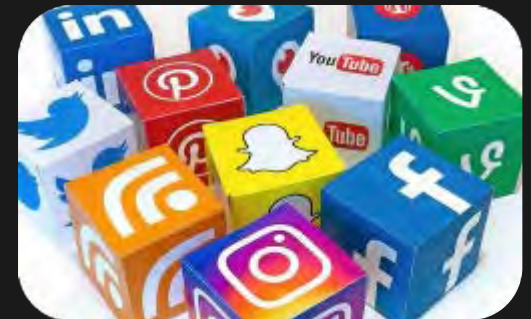
If it is broken

Leave a note and the date when service was called

No explanation necessary



TECHNOLOGY ETIQUETTE



EMAIL/INSTANT MESSAGING – Thou Shalt Not

- Reply to All and it **does not apply to all**
- Send any correspondence using **ALL CAPS**
- Send an email that has to be **read in reverse in order** to respond
- Use emojis or **internet slang**
- Send an instant message that **can't be read or responded to instantly**
- **Send an email where you would be embarrassed** if were to be read by others
- Send an email **without proofreading** for typos and grammatical errors
- Send **annoying** emails
- Send long emails or large attachments
- **Respond** to an email or not set an **out of office message**

Do Not Press Send !



1. If the topic of the email is **emotional**.
2. If **you are** angry or upset.
3. If your intent is not to have the message **forwarded to others**.
4. If the email chain continues to **go back and forth**.
5. If the response will be **lengthy**.
6. Until you do a **double check** for spelling, grammatical errors and **tone**.

Push send after you ask ...



1. What message am I trying to send?
2. Have I reread this email enough to catch any errors?
3. Should I call or make an appointment instead?

Text Messaging



Never text when having **in person** interaction

Be conscious when using emoticons :-) and shorthand **ikr**

Don't text **after working hours** unless you have a personal relationship outside of work

Respond **separately** to a **group text**

Keep it **professional**

Do's and Do Not's of

according to

Diane Gottsman, author

Modern Etiquette for a Better Life



Do...

- Assume there is **No Privacy**
- Post Discreetly
- Avoid Venting
- Ask **permission** before tagging or posting a photo
- Limit access to your social media using **privacy options**

Do...

UNDERSTAND

That re-tweeting or re-posting another's content **could**
be interpreted as an endorsement of their views.

AND

Once it is posted, **even if deleted**, it is **never gone.**

Do Not...

- Accept everyone as a friend
- Request your boss to become your Facebook friend
- Call off and post on social media
- Post or comment while at work

It's Easy ...



- **Speak.** Say **Hello** and **Good Bye** when entering or exiting
- Be on **Time**
- Be **Kind** and **Considerate**
- Be **Respectful**
- Use **Please** and **Thank You** Often

SOMETHING RANDOM

FAILURE/DISAPPOINTMENT ETIQUETTE

- Cry or vent in **private**
- Look for the lesson
- Set a limit on **how long** you allow yourself to be upset
- Ask for help
- Continue to **show up**
- **Own** your part



FAILURE IS
SUCCESS IF WE
LEARN FROM IT.
MALCOLM FORBES

GOLDEN vs. PLATINUM



GOLDEN RULE

Treat Others the Way **You** Want to be Treated.

Implies that people would like to be treated the way that **you would like** to be treated.

PLATINUM RULE

Treat Others the Way **They** Want to be Treated.

Takes into consideration the **feelings of others**. Instead shifts the focus from "this is what **I want**, so I'll give everyone the same thing" to "**let me first understand what they want and then I'll give it to them.**"

Don't Forget

1. Please, Thank You and Excuse Me can go a long way.



2. Etiquette = Form & Manners = Feelings

3. Say Hello & Goodbye at the beginning & end of each day.



4. It is not about what fork to use, but how your manners make someone feel.

5. Consideration, Respect & Smiles are free to give and receive.



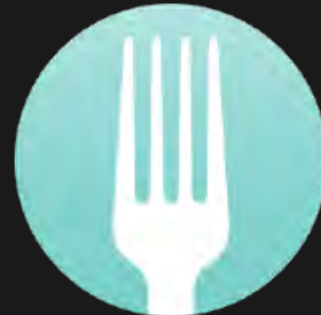
It's Really Simple - Just Be Kind.



Finally...

"Manners are a sensitive awareness of the feelings of others. If you have that awareness, you have good manners, no matter what fork you use."

— Emily Post



Giving Credit Where Credit is Due

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