

Business Etiquette

presented

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The Etiquette Toolkit For Healthcare Professionals



A set of manners and conduct that is acceptable in your profession. Creates a mutually respectful atmosphere, improves communication, cooperation and goodwill.



Etiquette Fundamentals:

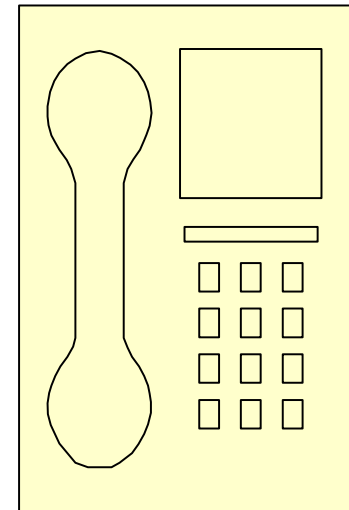
- **Technology Etiquette**
- **Work Space Etiquette**
- **Meeting Etiquette**
- **People Etiquette**

Etiquette Fundamentals:

- **Technology Etiquette**
 - Phone
 - Email
- **Work Space Etiquette**
- **Meeting Etiquette**
- **People Etiquette**
 - Creating a POSITIVE culture by:
 - Eliminating Toxic Practices
 - Communicating Well
 - Respect of Self and Others

Phone Etiquette

- Know how your tone of voice sounds to others. Be warm, concise and confident.
- Return phone calls in a timely manner, same day if possible.
- Always personalize your voicemail.
- Learn when and where it is appropriate to use your cell phone in your office.
- Ask permission before putting someone on speaker phone.
- *“A Conference Call in Real Life”*



Email Etiquette

- Respond in a timely fashion. For some industries that is 1 hour...no more than 24 hours.
- Be clear in your subject line – simple & descriptive.
- Send or copy others only on a need to know basis.
- Keep it short and get to the point.
- Pick up the phone instead when a topic is complicated or has many parameters.
- Never say in an email anything you wouldn't say to someone directly.
- Double check before you hit "send"! Check names, spelling, grammar, meaning and tone.
- *I can't make this up! An **Actual** Email I received!*



Work Space Etiquette

- Whether a cubicle or office, respect others' space. Don't just walk in; knock or make your presence gently known.
- Don't interrupt people on the phone.
- Your workspace is a reflection of you.
- We all have pressing deadlines so before inviting yourself into an office, ASK if now is a good time and detail how many minutes you would like to meet.
- Ensure all confidential information is secure.



Meeting Etiquette

- Be on time for meetings...meaning arrive 5 minutes before start time.
- Allow all participants to be involved and encourage participation.
- Positively challenge members as this allows the best ideas to be developed.
- Best practices dictate an agenda and time allocation for meetings to keep everyone focused and timely.
- Eliminate cell phone distractions unless your position requires instant notifications.
- [The Business Etiquette Self Exercise...](#)



PEOPLE Etiquette

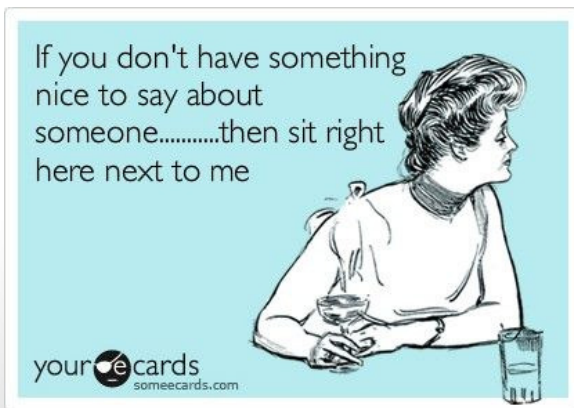
Create a POSITIVE CULTURE by...



- Eliminating Toxic Practices
- Communicating Well
- Respecting Self and Others

Eliminating Toxic Practices Office Gossip...

- It is important to distance yourself from office gossip and participating in 'the grapevine'. **Office gossip destroys trust and teamwork.**
- Be able to identify rumors and gossip. Be certain to have the facts before sharing information with others.
- When someone tries to share gossip with you;
 - Walk away.
 - Change the subject.
 - Directly state, "I'm not comfortable talking about _____."



Eliminating Toxic Practices Conversational Taboos...

Minefields that should be left at the office door include talk of:

- Politics
- Religion
- Tasteless jokes
- Finances



Eliminating Toxic Practices Treating People Differently...

- Having a ***consistent*** demeanor toward all employees improves your credibility...and is the right thing to do!

“Even the people at the top will begin to suspect your motives if you treat VIPs with impeccable courtesy and snap at counter clerks.”

Ravenwerks.com

PEOPLE Etiquette

Communicating Well

*“The ME Monster” -
Brian Regan Dinner Party*

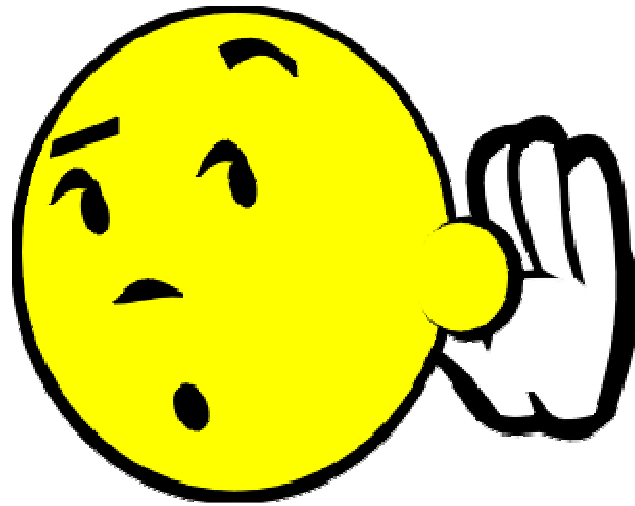


*I'm so AWESOME
I'm jealous of myself!*

PEOPLE Etiquette

Communicating Well
through

Active Listening



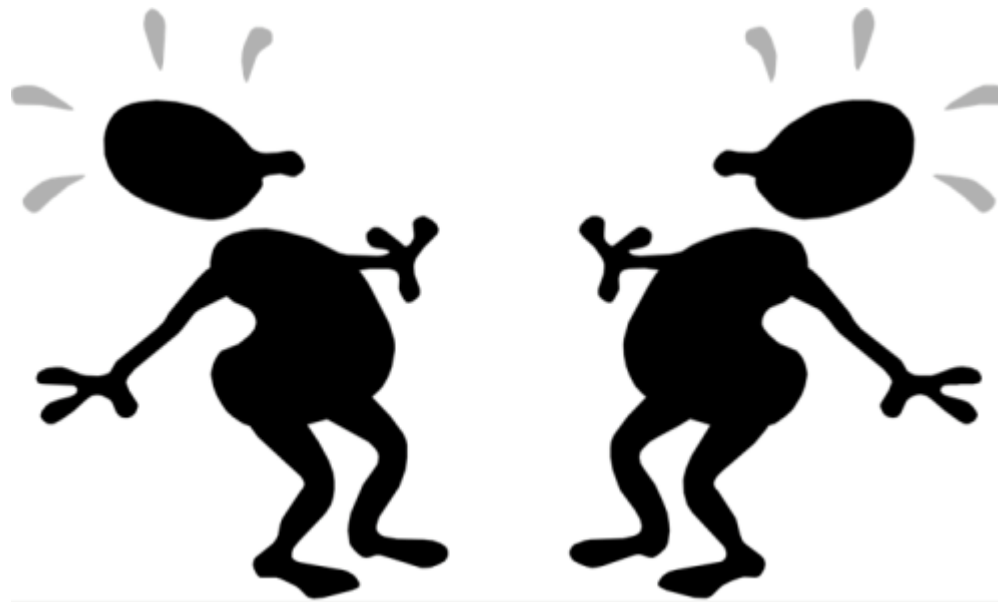
Active Listening

- This is a SKILL you must *develop through practice*.
- Most of us HEAR but do not LISTEN!
- **Barriers to Listening:**
 - I must defend my position.
 - I'm looking for an entrance into the conversation.
 - I don't have time to listen to you.
 - I already know what you have to say.
 - I know what you should do.

Active Listening

Let's take the ACTIVE LISTENING
QUIZ!

Stonecoast.com



Active Listening QUIZ RESULTS

1-5 False: You are an excellent listener.

6-10 False: You are a good listener but can improve.

11-15 False: Strive to develop better listening skills.

16-20 False: Yikes! Listen up!

Becoming an Active Listener

- Keep an open mind about the speaker's point of view until he/she has finished talking.
- Play-back or summarize key words and ideas to demonstrate you heard the message.
- Don't STEP on people's conversations....take a mental note of how often this occurs during a typical day.

PEOPLE Etiquette

Respect of Self and Others

THE FOUR AGREEMENTS

by Don Miguel Ruiz

“A powerful code of conduct that can rapidly transform our lives to a new experience of freedom, true happiness and love.”

THE FOUR AGREEMENTS

#1

Be Impeccable With Your Word

Speak with integrity. Say only what you mean. Avoid using the word to speak against yourself or to gossip about others.

Use the power of your word in the direction
of truth and love.

THE FOUR AGREEMENTS

#2

Don't Take Anything Personally

Nothing others do is because of you. What others say and do is a projection of their own reality, their own dream. When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

THE FOUR AGREEMENTS

#3

Don't Make Assumptions

Find the courage to ask questions and to express what you really want. Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama. With just this one agreement, you can completely transform your life.

THE FOUR AGREEMENTS

#4

Always Do Your Best

Your best is going to change from moment to moment; it will be different when you are healthy as opposed to when you are sick. Under any circumstances, simply do your best and you will avoid self-judgment, self-abuse and regret.