

Workplace Behavior and Professionalism: Keys for Job Success

**Satellite Conference and Live Webcast
Thursday, May 31, 2012
10:00 – 11:00 a.m. Central Time**

**Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division**

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**This presentation is part
of the services provided
by the Alabama State
Employee Assistance Program by
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and managed by the
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Objectives

- **Why manners matter in the workplace**
- **Communicating effectively with appearance**
- **Telephone, voicemail and email courtesy**
- **Cubicle conduct**

Objectives

- **Multi-cultural awareness**
- **Disability awareness**
- **Being a professional from the inside out**

Why Do Manners Matter in the Workplace?

- **Workplace etiquette will help you gain:**
 - **Respect**
 - **A positive image**
 - **Trust in the eyes of others**

Communicating Professionally with Appearance

How to Communicate Professionally with Appearance

- **Dress appropriately**
 - **Keep it understated**
 - **Keep it neat**
 - **Keep it clean**
 - **Don't reveal too much**

How to Communicate Professionally with Appearance

- **Dress for the season and the time of day**
- **Don't be a fashion victim**

– The Etiquette Advantage in Business, Second Edition, Peggy Post and Peter Post

Effects of Maintaining a Professional Appearance

- **According to The Etiquette Advantage in Business:**
 - **Co-workers, potential clients and existing customers are more eager to work with someone who is well dressed**
 - **Professional-looking individuals have a better chance of advancing their careers**

Workplace Phone Etiquette

- ### **Phone Etiquette**
- **Business telephone etiquette can make you or break you in the business world**
 - **These are the 3 components of business phone etiquette**
 1. **The way you sound**
 2. **The way you act**
 3. **The way you treat people**

- ### **Phone Etiquette**
- **The way you sound**
 - **Let your voice warm up**
 - **If you are expecting a long phone call have some water handy to help prevent dry mouth and coughing**
 - **Avoid having one tone**

- ### **Phone Etiquette**
- **Focus on what you are saying**
 - **To stay on track make notes before, during, and after the call**

- ### **Phone Etiquette**
- **The way you act**
 - **Put some energy in your call**
 - **Do one thing at a time**
 - **Do not perform any activity that can be heard by the caller**
 - **Eating chips or smacking bubble gum**

- ### **Phone Etiquette**
- **The way you treat people**
 - **Be pleasant**
 - **Remember to say: good morning, good afternoon, thank you and, if appropriate, thank you for your time**

Phone Etiquette

- Follow the golden rule
 - Treat all callers the way you want to be treated

Workplace Voicemail Etiquette

Voicemail Etiquette: Recording a Greeting

- Your greeting should be concise and to the point and contain these components:
 - Greeting
 - Your name
 - Your company name and/or department name

Voicemail Etiquette: Recording a Greeting

- Statement that you cannot take their call right now
- When they can expect a return call
- Who they can contact for immediate assistance (if applicable)
- No longer than 20 - 25 seconds (rule-of-thumb)

Voicemail Etiquette: Leaving a Message

- Speak clearly and slowly
- Be sure to leave your name and phone number
 - It's best to say it at the beginning and end of your message
- Keep messages short and to the point

Voicemail Etiquette: Leaving a Message

- Remember that you want to leave the person you are calling with a good impression of you
- Leave the date, time you called, and best time to call you back in the message
- Cover one topic per message

Workplace Cell Phone and Email Etiquette

Cell Phone Etiquette at Work

- **Avoid checking your cell phone or smart device during a business meeting**
- **Notify the presenter before the meeting begins if you're expecting an urgent call**
- **Turn your cell phone on silent whenever possible before entering a presentation or meeting**

Cell Phone Etiquette at Work

- **Carefully select a discreet ring tone and set your ringer volume on the lowest setting possible**
- **Remember to include an email signature for all email messages you send/reply to via phone**

Cell Phone Etiquette at Work

- **Don't text or email during a business meeting or presentation**
- **Don't update social networks during a business meeting**
- **Don't bring personal cell phone calls into the office when returning from your lunch break**

Cell Phone Etiquette at Work

- **Don't deck out your cell phone in tacky cases**
- **Don't assume clients or co-workers text**
- **Don't send out mass text messages or photos to your entire contact list**

Email Etiquette

- **Reread your email before it goes out**
- **Do not use all CAPS in your emails**
- **If you are sending an attachment, mention it in the body of your email**
- **Avoid using abbreviations**
- **Use proper punctuation**
- **Be concise and to the point**

Email Etiquette

- Reply to messages in a timely manner
- Ignoring workplace email etiquette can have a very high price tag associated with it
 - It could cost you your career

Cubicle Etiquette

Cubicle Etiquette

- If something is private, keep it that way
 - The entire office does not need to hear about how good or bad your date was last night

Cubicle Etiquette

- Be considerate of other people's sense of smell
 - Fish, popcorn, bacon, perfume and lotions are all examples of items that may smell good to you but not to your neighbor

Cubicle Etiquette

- Decorate with taste
 - Blinking lights, risqué pictures and political posters should be left at home
- Be aware of your voice
 - Remember to use your "inside voice"

Cubicle Etiquette

- Respect others privacy
 - When your neighbor hangs up the phone – do not immediately say, "well, you should have told them..."
- Use the golden rule
 - When in doubt, always act the way you would have others act

Cultural and Disability Awareness in the Workplace

Cultural Awareness

- **Cultural knowledge**
 - Take time to learn about your co-worker's culture
- **Put cultural knowledge to use**
 - Share what you know about someone's culture and ask questions

Cultural Awareness

- **Listen**
 - Pay attention to your co-worker when they take time to explain their culture to you
- **Overcome stereotypes**
 - Use knowledge learned from your co-worker to overcome stereotypes

Disability Awareness and Etiquette: Communicating

- **Do not say:**
 - Handicapped
- **Instead say:**
 - Person with a disability

Disability Awareness and Etiquette: Communicating

- **Do not say:**
 - Crippled or lame
- **Instead say:**
 - Person with a physical disability

Disability Awareness and Etiquette: Communicating

- **Do not say:**
 - The blind
- **Instead say:**
 - Person who is visually impaired

**Disability Awareness
and Etiquette: Communicating**

- Do not say:
 - Hearing loss
- Instead say:
 - Person who is hard of hearing

**Disability Awareness
and Etiquette: Communicating**

- Do not say:
 - Mute
- Instead say:
 - Person who communicates differently

**Disability Awareness
and Etiquette: Communicating**

- Do not say:
 - Nuts or crazy
- Instead say:
 - Person with a psychiatric disability

**Disability Awareness
and Etiquette: Interacting**

- Ask before you help
- Be sensitive about physical contact
- Think before you speak
- Don't make assumptions
- Respond graciously to request

**How to Be Professional
from the Inside Out**

**Being Professional from
the Inside Out**

- True professionals possess a number of important characteristics that they can apply to virtually any type of business

Professional Characteristics that Add to Job Success

- Appearance
 - Professional and neat
- Demeanor
 - Polite, calm, well-spoken, confident but not arrogant

Professional Characteristics that Add to Job Success

- Reliability and being on time
 - Having follow through and responding promptly to requests

Professional Characteristics that Add to Job Success

- Competence
 - Attaining related professional certifications and continuing to learn about your field
- Ethics
 - Abiding to both personal and professional ethics

Professional Characteristics that Add to Job Success

- Maintaining poise
 - Ability to maintain composure in difficult situations

Professional Characteristics that Add to Job Success

- Organizational skills
 - Neat and organized
- Accountability
 - Owning up to mistakes
- Good attitude
 - Everyone loves a positive attitude

Professional Characteristics that Add to Job Success

- Ability to motivate
 - Praise in public and criticize in private



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