

Communication Etiquette



“The single biggest problem in communication is the illusion that it has taken place.”

George Bernard Shaw

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Open Discussion

One example of a communication break down that effected team work in the last 30 days

(What's going on in the other person's world?)



Communication

Communication can be categorized into **three** basic types:

- verbal communication, in which you listen to a person to understand their meaning;
- written communication, in which you read their meaning;
- nonverbal communication, in which you observe a person and infer meaning.



Modes

- Email
- Text
- Phone
- Face to Face
 - Verbal
 - Non Verbal



Written Communication



Netiquette = E-mail & Internet Etiquette

- E-mail message - offers no nonverbal expression to supplement what we are "saying".
- Normal communication takes into account tone of voice, gestures, and proximity
 - Since this is absent – be very careful with email (and text)



Email (and Text)

- **Assume your email WILL be forwarded**
 - Imagine the consequences
 - Offending others or hurting feelings
 - Insubordination
 - Secrets
 - Lawsuits
 - Company Policy ... forwards
- Be careful of reply to all, forwards, and adding new people to thread ... re-read history
- Only include those statements in email that you can openly defend



Caution...

- Check tone – don't be abrupt
- Casual vs. professional
- Don't use all caps or all lowercase letters
- To vs. CC vs. BCC
- Use normal capitalization and punctuation
- Use correct grammar & spelling
- Avoid long sentences



Salutations

- Dear Mrs. Smith,
- Dear Dr. Johnson and Debra,
- Bob,
- Mark, Amanda and Jennifer,
- Team,
- Hi all:
- Closings
 - Formal – Sincerely, regards, Yours truly
 - Less formal – Best wishes, Warm regards, Thank you
 - Casual – Thanks, See you soon



Salutation

Write a salutation or greetings for each new subject email

Hello Truly Hey Cordially
 GoodDay Greetings
 AllMyBest ToWhomitMayConcern
 DearSirOrMadam Regards
 Hi Sincerely Thanks
 Yours



Email Length?

- Brief and to the point
- Preferably one page
- Readers should not have to scroll



Signatures

- Always use a signature or name at the end
- Includes alternate means of contacting you
- Consider who you are sending message to
 - Your full name
 - Your title or position
 - Your company name
 - Mailing address
 - Direct phone number (cell # or pager #)



Attachments

- Attachments: Title needs to make sense
- Large attachments??



Check, Check and Check Again

- Do a final check before you put in the address
- Re-read the message
- Make sure the subject line is appropriate
- Make sure the attachments are attached
- Make sure you've included the proper salutation, closing and signature
- Run spell check



Replying

Return emails in the same day that you would return a phone call



Flaming?

- Never "flame" someone.
- Flaming = virtual term for venting emotion online or sending inflammatory emails.



Sensitive Issues?

NEVER send an email about sensitive subjects.

Examples:

- Disciplinary action
- Conflicts about grades or personal information
- Concerns about fellow classmates/co-workers
- Complaints
- Patient Care Management Plans





Verbal Communication - Phone



Impressions?

How you conduct yourself on the telephone = face-to-face interactions



Phone Etiquette

- Say HELLO! How are you today?
- Identify yourself, office or organization in as few words as possible
- Give your name when the telephone is answered, before asking for the person you are requesting
- TONE:
 - Cheerful and considerate attitude toward each telephone caller.
 - Smile when you answer or talk on the phone
 - ***It will show on the other end.
- Enunciate your words very carefully
- Keep business conversations to the point
- Do not keep someone on hold more than 30 seconds.
- Always leave your phone number if you ask someone to call you back even if you think they have it



Phone Etiquette

- Listening is essential whether in person or on the phone
- Make sure your voice mail work properly
- Always return your calls on the same day
- Think about the time when making a phone call.
 - Not acceptable to call someone before 7-8 a.m. and after 8:30-9 p.m..
- Avoid meal times
- Never hang-up when you realize you have a wrong number
 - Apologize and then hang up
- When calling someone, let the telephone ring a reasonable length of time
- Calling a business at or very near closing time = inconsiderate
- **Never – eat, drink or chew gum on the phone**



10%
of conflicts is due to
difference in opinion.

90%
is due to wrong
tone of voice.



Cell Phone Etiquette



Can you hear me now?

- Maintain at least a 10 foot zone from anyone while talking.



Never talk here

- Elevators
- Libraries
- Museums
- Restaurants
- Cemeteries
- Theaters
- Dentist or doctor waiting rooms
- Places of worship
- Auditoriums
- Conferences/Meetings (IN ROOM)
- Other enclosed public spaces (hospital emergency rooms or buses)



Emotions

- Don't have emotional conversations in public – ever.



Language – yes I can hear you too!

- Watch your language & tone of voice
- Others are watching and getting impressions of you
- Do NOT discuss patients in public



Ring Tones!!

- Don't use loud and annoying ring tones



Multi-tasking??

- Never “multi-task” by making calls while shopping, banking, waiting in line or conducting other personal business.



Personal vs. Business

Never take a personal call during a business meeting or conference.



Text messaging

- Do not send text messages to someone else unless you have their permission to do so as they may incur a charge.
- No Patient Information
- No Emergency
- Same Etiquette as Email or Phone
- No bitmoji/emojis



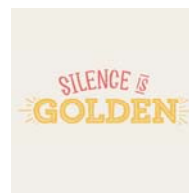
Totally Inappropriate

- Never utilize a cell phone during a didactic conference or professional meeting
- This would also include text messaging
- If you **must** answer a cell phone in a public setting, answer and tell the person to hold a minute while you remove yourself from the room.



Silent Mode

- Always keep your phone on silent mode when in a public event such as a convention or meeting.



Verbal Communication – Face to Face/Non-Verbal



Intro to Team and Life

- Offer Eye Contact and a kind expression.
- Shake the person's hand (if appropriate)
- Offer a pleasant greeting.
- State your name clearly
- TONE:
 - Cheerful and considerate attitude toward each person.
 - Your bad day is your to own (fatigue, stress, fear)
 - Check your face
- Placing yourself – never assume
- DO NOT share personal details on day 1.
- Don't be afraid to ask for someone's name
- First Impression matter more than you realize

FIRST IMPRESSIONS LAST FOREVER



Non Verbal Communication

Our nonverbal communication—our facial expressions, gestures, eye contact, posture, and tone of voice—that speak the loudest.



UT Health
San Antonio

“...effective communication requires more than an exchange of information. When done right, communication fosters understanding, strengthens relationships, improves teamwork, and builds trust.”

-Liz Papadopoulos, OCT
“Let’s Chat”, Professionally Speaking: The Magazine of the Ontario College of Teachers,
March 2014 (8).

