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1

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3

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5



How to Communicate with Difficult People and Not Become One Yourself (Rebroadcast)



Patricia Simpson
Owner and Consultant,
Game Changing Etiquette



Matt Grandbois
Strategic Market Manager,
DuPont Electronics & Imaging

Slides available now in GTW Dashboard under the "Handouts" section. You are watching an edited recording there will be no Live Q&A, but there will be trivia polls included to test your knowledge!

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6

Value of Etiquette

- Knowledge, skill, work ethic, integrity, ambition are requirements for success
- Effective communication, social savvy, courtesy and respect too
- Keltner Berkeley study found top of hierarchy = more considerate, outgoing, and powerful
- Niccolo Machiavelli said that leaders should choose 'fear' over 'love' – in reality, fear leads to isolation



7

Personal Responsibility

- Get frustrated at others' rudeness, but ignore our own
- Consider your motives for being courteous
- Etiquette and courtesy not to shame or embarrass
- True etiquette requires unselfishness



8

Apology Accepted

- Avoid trite, catch-all “sorry’s”
- Be specific (don’t say ‘any inconvenience’)
- Focus on solutions / what you can do
- Be sincere
- End positively
- Don’t overdo it
- Accept apologies gracefully



9

Audience Survey Question

ANSWER THE QUESTION ON BLUE SCREEN IN ONE MOMENT



10

Where is the appropriate position to place a nametag?

- On your right lapel
- On your left lapel
- On your beltline
- Anywhere it’s comfortable



** If your answer differs greatly from the choices above tell us in the chat!*

Introductions and Greetings

- Nametags on the right (use best handwriting)
- Stand, firm handshake, make eye contact, and smile
- Use proper introductions
- Incorporate appropriate names and titles
- Be mindful of cultural differences
- Ask for a name again if necessary



GAME CHANGING
ETIQUETTE



11

Presenting Business Cards

- Ask permission to give a card...better yet, ask for theirs first!
- Initiated at senior level
- Present and receive with both hands
- Read it and leave it out
- Do not write on cards
- Keep in a professional holder



GAME CHANGING
ETIQUETTE



12

Credibility ‘Rules’ in Conversations

- Condescension – Over *“explaining”* or telling others how to do their jobs
- Share credit
- Don’t monopolize conversations
- Be humble enough to occasionally be wrong
- Don’t correct publically
- Don’t whisper or speak in another language in the presence of another person (unless you’re trying to help explain/translate)



13

Establish Respectful Communication

- Maintain lines and do not overshare
- Social media makes discipline / coaching more challenging
- Millennials see parents as friends which may translate to similar preferences at work
- Be respectful in actions and words (nonverbals)



14

Audience Survey Question

ANSWER THE QUESTION ON BLUE SCREEN IN ONE MOMENT



What do you appreciate most in colleagues?

- Good listening skills
- Punctuality
- Initiative
- Team outlook
- Other (Tell us more in the chat!)



Being a Considerate Colleague

- Recognize co-workers in public
- Show respect by greeting one another in the morning (even if you haven't had your coffee yet)
- Be on time
- Avoid taking sides
- Learn to be a great listener
- Speak early / often, but don't be domineering
- Show initiative; share ideas that benefit others



Giving and Receiving Praise

- Accept compliments...demeaning not to
- Always express appreciation
- Focus on the motivation, not the gift
- Give praise sincerely, generously, and without an agenda



17

Conflict at Work

- Everyday irritations, serious challenges, and harmful situations
- Factors that create: scarcity of resources, differing values, incorrect assumptions/incomplete information, and even too-open communication
- Conflict may not be good or bad...it just is
- Unresolved conflict can paralyze relationships / teams, so deal with it quickly
- ...but reflect and plan enough to not speak hastily



18

Resolving Conflict

- Ask questions to gain perspective (but not confrontationally...avoid questions that start with 'why')
- Discuss here and now...don't '*kitchen sink*'...be objective and specific
- Try not to overreact
- Focus on solutions, not blame
- Preempt conflicts (include the players...don't go off '*renegading*' on decisions)
- Get over it...we won't always get our way



GAME CHANGING
ETIQUETTE



19

Dealing with Difficult People

- Don't take it personally
- Don't try to fix or change
- Manage your emotions
- Seek support from others
- Keep notes
- Interact in a neutral location; bring behavior into 'light'
- Be clear and specific
- Take care of yourself



GAME CHANGING
ETIQUETTE



20

Complaining Effectively

- Never criticize the competition
- Don't talk about others who aren't there to defend themselves
- Present potential solutions when presenting problems
- Complain with a purpose...be descriptive rather than judgmental / emotional
- Always *"praise down"*
- Thank person who solves the problem



GAME CHANGING
ETIQUETTE



21

Audience Survey Question

ANSWER THE QUESTION ON BLUE SCREEN IN ONE MOMENT



22

Which of the following is MOST TRUE about delivering negative feedback?

- It's best to be spontaneous in your conversation
- You should not allow for the other person to express their opinion
- It's good to demonstrate empathy
- It's important to get emotionally passionate if it's a critical issue



** If your answer differs greatly from the choices above tell us in the chat!*

Delivering Negative Feedback

- Make sure the setting (in person) is appropriate
- Plan out what you will say – be specific
- Provide explanation if necessary, but don't backpedal
- Review alternatives
- Demonstrate empathy and respond appropriately
- Don't expect things to improve immediately
- Refuse to lose your cool...state your message more than once if necessary



23

Accepting Negative Feedback

- Listen to entire message before reacting
- Be honest and open; avoid emotional outbursts
- Paraphrase
- Acknowledge valid points
- Ask for specific examples, esp. if something isn't clear
- Do not make excuses or counter-attack
- Ask for time to process if necessary and clarify next steps



24

Always Express Appreciation!



Good manners sometimes means simply putting up with other people's bad manners.

~ H. Jackson Brown, Jr.

- Get noticed for the right reasons
- Leave a *'Positive Last'*



25



GAME CHANGING ETIQUETTE

To Contact Me...

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Dining ♦ Workplace Professionalism ♦ Communication ♦ Career

26



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27

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28



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29