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“I love how there was a global view presented, Etiquette is showing respect for others and then this was explained with examples of things I wouldn’t have thought of as etiquette but really are. For instance, not using company resources for personal purposes. Keeping the goal of a successful business operation in mind makes it all make sense.”

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How to Communicate with Difficult People and Not Become One Yourself

Patricia Simpson
Owner and Consultant, Game Changing Etiquette

Matt Grandbois
Strategic Market Manager, DuPont Electronics & Imaging

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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

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
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

Audience Survey Question

ANSWER THE QUESTION ON BLUE SCREEN IN ONE MOMENT

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

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
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)

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)
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

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
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

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
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

Audience Survey Question

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

**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
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’

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To Contact Me…

**Patricia Simpson**

Game Changing Etiquette

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www.gamechangingetiquette.com

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