

Possible titles for Session:

- ✂ Handling Conflict Courteously
- ✂ The Politics of Polite
- ✂ Etiquette at Work
- ✂ Tied Up in Knots
- ✂ Office Politics for the Nonpolitical

Length of Session:

3 hours, including 2-ten minute breaks.

Sample “Sell” Segment:

Have you ever felt tied up in knots, wondering how to interpret something someone else said or not knowing how to say something you need to say? Is negativity impacting productivity, loyalty or morale in your workplace? Effective, positive communication between co-workers, higher ups and clients is imperative in today’s workplace. Tight timelines, competition and the struggle to find balance leave no place for negativity, interpersonal conflict or a lack of clarity. This session focuses on behavioral skills and provides solutions for common communication issues in the workplace.

Who Would Benefit from this Session?

If you want to foster self-assured, positive and professional communications in your workplace, join Canada’s etiquette expert _____ for this introspective, interactive and interesting session. Managers, leaders, front-line employees, human resource professionals, and anyone who must relate

to other individuals in the workplace would find these materials useful.

Rationale for this Session:

One of the unfortunate facts of life is that office dynamics are here to stay. What may start as small workplace annoyances; gossip, favoritism, misunderstandings, poor communication skills or a lack of clarity, can quickly become obstacles to performance and productivity. And, whether a dispute happens over something silly or something serious, a great many problems arise when things escalate into conflict. Resolution is not about being right! No one really wins if anyone loses and the real goal should be to find a common ground. When personal and office challenges prevail, productivity can fail.

Statistics:

We're all under a lot of stress and feel pushed to the edge: one study shows that 9 out of 10 of us are highly stressed most of the time. *(Rose Medical Center, Denver CO)*



Imagine, 85% of us feel that the world would be a better place if we just said “please” and “thank you” more often. *(ABCNEWS/World Tonight Poll May 1999)*

A national “last-straw” survey of anger in the workplace shows that 42% of respondents said yelling and verbal abuse took place where they worked. 29% admitted that they themselves had yelled at co-workers. *(Integra Realty Resources Study on “Desk Rage”)*

Most of us all realize that anger is contagious. The “desk rage” survey tells us that 34% of respondents had suffered insomnia because of a stress-filled or anger-charged

workplace; 11% said they consumed excessive alcohol and 16% smoked too much for the same reasons. (*Integra Realty Resources Study on "Desk Rage"*)

Here's more to ponder—nearly 1 in 4 of all employees suffer chronic anger on the job. Workplace anger is on the upswing, because people feel betrayed by their employers. (*The Marlin Co. & Yale School of Management*)

In a five-year workplace study, more than half surveyed said they were distracted by rude behavior at work and got less done while fuming or worrying about it...22% said they purposely quit doing their best work due to incivility. (*Christine Pearson, University of North Carolina-Chapel Hill*)

Another study, "Workplace Incivility: The Target's Eye View," found that 78 percent said incivility on the job has worsened in the last 10 years; the study also found that men are seven times more likely to be rude or insensitive to underlings than to superiors and women are equally rude to both superiors and subordinates...the prevalence of anger was one of the findings—8 million to 10 million people say they are angry or very angry. (*The Marlin Co. & Yale School of Management*)

More proof that courtesy is less common on the job—this survey shows that 44% of respondents feel a few more "pleases" and "thank yous" are needed at work; 29% said the level of professional courtesy at work has decreased somewhat during the past five years. (*Office Team, Menlo Park, CA*)

The etiquette crisis on the job not only includes phone slamming, snippy e-mails, yelling, and harsh reprimands, but there's no surprise to learn that "Pet peeve number one among many employees is when people take someone else's food from the refrigerator." (*Dr. P.M. Forni, Civility Project, Johns Hopkins University*)

Modern Relevance:

RISE IN OFFICE RUDENESS WEIGHS ON PRODUCTIVITY AND RETENTION



*By Loretta Chao, The Wall Street Journal
Online, www.careerjournal.com*

As workloads mount and email and phone communication are increasingly used instead of face-to-face conversations, office rudeness is on the rise.

From bosses who don't acknowledge employees for entire days, failing to say good morning or leave time to talk during the day, to managers so frazzled that they perpetually lash out at employees, the result of office rudeness is the same, experts say: It hurts productivity and efforts to retain talent.

Rudeness "is becoming more of a problem in the workplace," says Dana Law, an organizational psychologist and president of Sankora Executive Solutions Inc. in Bessemer, Ala. "People have to respond in shorter time spans now and they often have greater workloads, which causes more stress," she adds.

British author Lynne Truss says rudeness in the workplace is just a natural extension of the rudeness that increasingly occurs in everyday life. After some nasty public encounters with rude people, Ms. Truss wrote her latest book, "Talk to the Hand: The Utter Bloody Rudeness of the World Today, or Six Good Reasons to Stay Home and Bolt the Door," a 200-plus page assault on poor manners. Incivility in the office is "part of a general shift to people thinking mainly about themselves," Ms. Truss says.

According to a continuing study by Christine Porath, a management professor at the University of Southern California's Marshall School of Business, rudeness in the