

Possible titles for Session:

- ⌘ Technology is not an Etiquette-free Zone
- ⌘ SUBJECT: Etiquette
- ⌘ High-Tech Talk
- ⌘ Navigating the Manners Minefield at Work
- ⌘ Courteous Communications
- ⌘ Put Your Manners Where Your Mouth Is

Length of Session:

3 hours, including 2-ten minute breaks.

Sample “Sell” Segment:

Technology, ah, so convenient... And at times, so annoying! Your high-tech habits can help you or hurt you, especially in business. In a world where high tech often translates to low touch, how you communicate can impact first impressions, relationships, customer service, and professionalism. Join the experts at The Civility Group and learn how to communicate effectively and courteously in any medium.

Who Would Benefit From This Session?

Administrative Professionals who use a variety of communication tools, for business or social situations and need to manage the communication of others or anyone who has front line or client service responsibilities, and wants to send a positive impression from a distance as well as in person would benefit from this workshop.

Topics Covered in This Session:

- ⌘ Overview of technology in the workplace
- ⌘ Technology – So many communication choices
- ⌘ Practical guidelines for appropriate communication when using:
 - ▲ Cell phones
 - ▲ Telephones
 - ▲ PDAs
 - ▲ E-mail
 - ▲ Voice mail
 - ▲ Speakerphones
 - ▲ Fax machine
 - ▲ Internet – blogs

Statistics:

(USA Today, July 28, 1999)

Forty-three percent of cell phone users do not turn their phones off at the movies or theatre and 57% don't turn them off in a restaurant (*LetsTalk.com Study; Wirthlin Worldwide*).



Which uses of cell phones do people most abhor? 86% over dinner, 88% in a meeting, 96% in a movie, 98% at a funeral (*USA Today, July 28, 1999*).

When Texans were asked about drivers and cellular phones, 92% thought talking on the phone while driving is dangerous; 89% of those who own cell phones share that view (*Scripps Howard Poll, Houston Chronicle*).

So, should there be a state law prohibiting cell phone use while driving—59% of Texans say yes, and 48% of those who own cell phones favor such a law (*Scripps Howard Poll, Houston Chronicle*).

Cell phone chatter annoys almost two-thirds of Americans. And of those polled for Cingular Wireless, 80% said they overhear cell chat in restaurants and stores. (*USA Today*, 9/5/2001)

When asked if they are in favor of legislation to regulate cell phone use, 57% favor banning mobile phones in the classroom, theatres and restaurants (*LetsTalk.com Study*, *Wirthlin Worldwide*).

One psychologist says that cell phones are a way of minimizing the importance of the group... cell phone people are telling the rest of us that "You don't matter and I'm very important." (*Dr. Joseph Miller, New School for Social Research*)

Cell phone users in the United States have increased from 34 million a decade ago to more than 203 million, which comes very close to fulfilling the Supreme Court's one man-one cell phone mandate. World-wide, there are an estimated two billion cell phones, which means an unfortunate 405 billion people go to bed every night without cell-phoning. No other recent invention has so quickly been embraced—and scorned, *The San Francisco Chronicle* reports. According to a 2004 MIT survey, the cell phone is the invention people hate the most but can't live without, beating out the alarm clock and the television.

In a 2005 University of Michigan study, 83 percent said cell phones have made life easier, choosing it over the Internet (76%). But an additional 60% said they find cell phones somewhat irritating when used in public. Sadly, the irritating cell phones never seem to participate in this kind of survey or read articles describing how irritating they are.

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COMMUNICATION: SO MANY CHOICES!

METHOD	ADVANTAGES/ DISADVANTAGES & INAPPROPRIATE/ BEST USES
Eg., Face-to-face meeting (not technical but just for example)	personal, see emotion, benefit of body language BUT its' time consuming, can't always control it USE WHEN? When emotion is involved, money, serious issues to discuss,
Eg. Video conference	technical complications, foggy image or words, time change complications, BUT good as voice, face connection, more personal USE WHEN? Getting together is not an option but visuals are helpful
Eg., Virtual meeting	room for manipulation, visuals BUT you can communicate in real-time USE WHEN? Good when visuals matter i.e. interviews.

Digital Photo

Video

Fax

E-mail

Text message/Instant message

Blog

Group site (asynchronous)

Chat room (synchronous)

PDA/Blackberry

Pager

Phone (land line)

Cell phone

Conference call/Speaker phone

Voice mail

EXERCISE