Student Affairs Annual Professional Development Day

On the Job: Communication Etiquette

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Agenda

- Communication Etiquette
  - Greeting
  - Emails
  - Telephone
  - In-Person
- Lasting Impressions
- Open Discussion

Greetings

What are good greeting manners?

- Acknowledgement
- Sincere smile
- Respectful – address appropriately
Greeting

During a greeting be aware of:

- Tone
- Body language
- Verbal language
- Facial expressions

Emails

What is good email communication etiquette?

- Include appropriate subject lines
  - Request vs. Request for time off
  - Meeting vs. Performance meeting on 3/15
- Use proper language – no text typing
- Stay on topic
  - Keep emails clear and concise
  - Keep emails direct and informative

Emails

- Make one point per email. If more than one point use numbers or bullet points
- Clean up emails before forwarding them
- Indicate a reasonable time for expected response
Emails
With emails be aware of:

- Hasty emails
  - Pause before you hit send on sensitive emails
  - Re-read and reconsider the message and its contents
- Use cc carefully and remember that we all get way too many emails each day
- Know when to stop email exchange and go to another mode of communication

Telephone
What are some proper behaviors for telephone communication?

- Include a greeting when answering the phone
- Listen attentively
- Avoid distractions
- Be polite and respectful

Telephone
Putting a Caller On Hold

- Explain why
- Ask permission
- Put caller on hold
- Thank the caller for holding
Telephone

Transferring a Call
- Tell the caller to whom he or she will be transferred
- Explain why
- Ask permission
- Give phone number
- Transfer the call

Telephone

Leaving a voice message
- State your name
- Department and/or organization
- Phone number
- Reason for your call
- Repeat your name and phone number

Telephone

When talking on the phone be aware of:
- Tone of voice
- Choice of words
- Using acronyms
In-Person
What are good manners for in-person interactions?
- Greet the person
- Address appropriately
- Listen attentively
- Make eye contact
- Use proper language

In-Person
During in-person interactions be aware of:
- Body language
- Facial expressions
- Tone of voice

Good Lasting Impressions
What behaviors will provide good lasting impressions?
- Respond to messages timely
- Follow through
- Welcome people to return
Open Discussion
- Questions
- Comments
- Scenarios

Thank you!

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