



## E-MAIL, TELEPHONE, AND OTHER WORKPLACE ETIQUETTE

Work-related associations and communications impact the quality of each individual's life and the ability of the organization to survive and thrive in today's competitive marketplace. This is true regardless of the size, type, or nature of the particular workplace.

Employees at all levels of organizations will make numerous decisions throughout the course of every workday regarding how they will interact with others. The choices that they make will directly influence employee and customer relations. These decisions will reflect not only on the image of the individual employee but on the organization as a whole.

The workplace is influenced by a broad spectrum of day-to-day associations. This training will focus on a number of types of everyday interactions that are critical in a majority of workplaces. These include e-mails, cell phones and other telephones, meetings, and shared property. The session will also take into consideration other aspects of workplace etiquette, including the respect that we show for one another's time, position, and space, as well as for the overall organization.

E-mails will be a primary focus of the session, since this technology takes up numerous hours out of the workdays of employees throughout the organization and has significantly changed the way that many of us conduct business. This has also been an area where there has been little, if any, attention paid to employee training and guidance. The amount of time spent in the class on other components of workplace etiquette can be adapted according to the needs of the client.

The session will provide practical tips and tools that each participant can utilize in their everyday interactions, both internally and externally. It will enable participants to apply workplace etiquette in their use of technology and in associations to convey a more professional image, take others' needs and perspectives into consideration, communicate what is intended, and recognize the influence that their decisions have on others and the organization.

For more information, contact [info@hr-mpact.com](mailto:info@hr-mpact.com)

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