

General Etiquette in Changing Times

Intro and Small Talk

Introduction – Use your name, department and pronouns. Get their name right!

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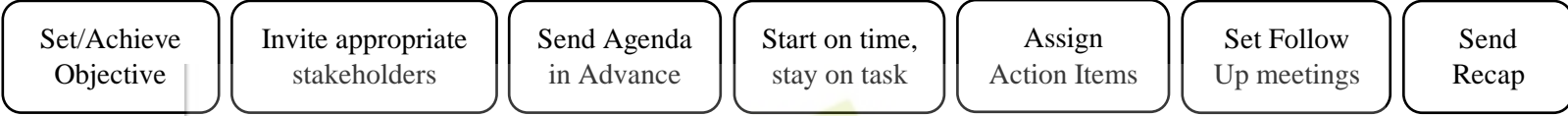
Small Talk – Be active and equal participant, keep it positive, use open-ended questions, finish with gratitude

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Politely leave a conversation – state conflict, end conversation, introduce more people, share contact info

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Meeting Etiquette Put a star by things you already do – put an exclamation point on things you'd like to try



Could this have been an email?

Send an email when you need:

To share info    Opinions    To get input on projects    To update or announce

Schedule a meeting when you need to:

Make a decision    Solve a problem    Clarify the goal    Build relationships with team    Generate ideas

Disagreeing in Meetings

**When you disagree:**

- Make sure you disagree with the problem, not the person
- Hear the presenter out
- Use questions that can be answered with facts
- Don't argue with laws or policies
- Actively listen to answers
- If you still disagree, try to provide an alternative

**When you are disagreed with:**

- Try to understand where the person is coming from vs. getting defensive or protective
- Ask questions to understand:
  - What is the concern?
  - What needs to happen to gain support?
- What aspects do they not support?

**Both sides: Be direct without being rude**

- Take a deep breath
- Consider what to say before speaking
- Speak slowly
- Try to smile
- End questions with a higher pitch
- Take Accountability

**If both sides of the discussion cannot state the oppositions point of view, it is not an effective Discussion**

Back to back meetings: Try to use buffer time to avoid

- Communicate with both hosts
- Check in with colleagues after

Determine highest priority  
Are you speaking in or leading?  
Who is the meeting with?  
Is it 1 time or recurring?

**Phone:** Smile | Pause | Breathe – Speak slowly – Enunciate – Answer within 3 rings – Use JCCC, Name, Dept

*Voicemails:*

Know what to say before  
you call

Begin with name,  
relationship

Most important info first

End with best times/ways  
to reach you

## Gossip

\_\_\_\_\_ – usually malicious, fictitious or exaggerated talk, topic of conversation is unaware, it stops when others enter the room.

- How can we stop gossip?
  - o Define gossip in your space
  - o Encourage sharing positive news about others
  - o Provide avenues for people to air their feelings

*Inclusive Conversations:* These are dialogues between two or more people of different backgrounds or understandings attempting to achieve a positive outcome. How do we handle conversations and other people who feel differently than we do about certain topics?

\_\_\_\_\_ – Do you have people in your life experiencing similar things?

Education – Do you have any information about the topic?

Experience – Do you understand how people experiencing this topic feel?

\_\_\_\_\_ – Can you listen while suspending judgement?



Diverse City:  
Codeswitching

If you do not have the first three, you may not be equipped to be part of the conversation. Remember if you feel uncomfortable, you should point your colleague towards their supervisor or suggest employee resources like EAP. You can still be kind while redirecting! Or if you are willing to learn something new, you can engage in the conversation.

*Codeswitching:* How people subtly, reflexively change the way they express themselves verbally and nonverbally based on their audience.

Multilingual workplaces \_\_\_\_\_

Active Listening Exercise: