

MAY 2010 NEWSLETTER

A Note From Shelley,

Mother's Day is fast approaching, graduations are around the corner and family activities are everywhere. So glad to see the sunshine, flowers blooming and we can enjoy the great outdoors. My thoughts for you this month are all about communication. Specifically business etiquette and the use of cell phones.

In this ever changing technical landscape, how do we create positive and lasting impressions? It is more important than ever to be mindful about HOW we are coming across to our co-workers, prospective clients, etc.

Thoughts on Cell Phone Use:

- 1. Be all there.** When you're in a meeting, let calls go to voice mail to avoid disruption. In some instances, turning your phone off may be the best solution.
- 2. Keep it private.** Be aware of your surroundings and avoid discussing private or confidential information in public. You never know who may be in hearing range.
- 3. Keep your cool.** Don't display anger during a public call. Conversations that are likely to be emotional should be held where they will not embarrass or intrude on others.
- 4. Learn to vibrate.** Use your wireless phone's silent or vibration settings so that you don't disrupt your surroundings.
- 5. Avoid "cell yell".** Remember to use your regular conversational tone when speaking. People tend to speak more loudly than normal and often don't recognize how distracting they can be to others.
- 6. Follow the rules.** Some places such as hospitals restrict or prohibit the use of cell phones.
- 7. Excuse yourself.** If you are expecting a phone call that cannot be postponed, alert your companions ahead of time and excuse yourself when the call comes in.

In today's workplace, it is even more important to create goodwill and foster success.



Shelley Menduni
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Interested in more information about business etiquette, cultivating a positive workplace, cultivating great customer service? Contact **Shelley** about her workshops.

Contact:
614-325-8550 (cell)
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Call **Shelley** today at 614-325-8550 for more information

Please feel free to pass this newsletter onto your friends.

All the best,

Shelley

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