



CONNECTIONS

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COURTESY AT WORK

What is COURTESY AT WORK?

It's being polite and helpful to the public and co-workers - on the phone and in person. Being courteous means following the golden rule: treat others the way you'd like to be treated. You'll find that most people will return your courtesy and respect.

The best employees are:

- Polite
- Interested
- Understanding
- Helpful
- Pleasant
- Sincere

A healthy workplace relies on courteous employees.

No matter what your job, you represent your company each time you deal with the public, or with other employees.

Courtesy pays off - for your workplace...and for you!

Satisfied customers are the foundation of every workplace. Without them, there wouldn't be a workplace! It's up to you to:

- give them quality service
- treat them with respect

Treating people courteously is good for you too!

A thriving workplace is better able to offer you job security, pay increases and fringe benefits. Being courteous can also:

- Make your job easier: people respond positively to courtesy.
- Improve your job performance: you can do your job more efficiently with help from clients and co-workers.
- Make you feel better: no one feels good about arguing or getting angry. Courtesy can reduce on-the-job tensions.



Happy New Year

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Courtesy begins with a positive attitude.

Thinking positively is the first step to putting more into your job - and getting more out of it.

- **Believe in yourself.** Recognize your strengths and your abilities. Don't sell yourself short!
- **Be willing to change.** The "old" way isn't always the best way. Give new ideas a chance - and use them if they're best for the job.
- **Learn from others.** You can learn every day if you observe carefully and listen to others.
- **Be tolerant.** Learn to appreciate the differences in people. Variety is the spice of life!
- **Take pride in your work.** Every job deserves your best effort. It feels good to know you've done your best.
- **Be enthusiastic.** Show your interest and enthusiasm. Your positive energy can be contagious.
- **Cooperate with others.** People working together can accomplish much more than one person alone.

Develop your communication skills.

Communication means understanding others - and making sure they understand you. Good listening skills are essential.

- **Concentrate:** focus your attention on the speaker and his or her message. You may miss important information if your mind is wandering.
- **Read "between the lines":** people send messages with their tone of voice, the way they stand and gesture, their choice of words and in many other ways. A good listener looks and listens for the whole message.
- **Restate what's been said:** repeat, in your own words, what you think has been said. If there's a misunderstanding, it can be cleared up before there's a problem.

Be sure your message gets across.

- **Use appropriate language.** Use language that's professional and easily understood. Avoid: slang, technical words or phrases, and local expressions.
- **Be accurate.** Be exact with: directions, times, addresses and phone numbers.
- **Use a pleasant tone of voice.** Set the right "tone" for a conversation by sounding pleasant and interested.
- **Speak slowly and clearly.**

Take time to explain. A misunderstanding can make a co-worker upset and angry. Show that you care. Courtesy comes from caring about people. Let your co-workers know you care by being helpful, interested, understanding and considerate.

Learn to handle complaints. There are misunderstandings and complaints in every workplace. But if you know how to handle them, problems can be solved. Start with the belief that the co-worker may be right. Listen carefully to the problem or complaint. Admit if you're wrong. Admitting a mistake is the easiest way to begin correcting it. Don't get angry. Anger doesn't solve problems - it often causes more! Keep cool and it will be easier to find a solution. Suggest solutions. Take action and follow through. Solve the problem or find someone who can. Then follow up to be sure that the problem is solved. Don't blame others or "the computer". People don't want to see you "point the finger" at someone or something else. Instead, use your energy to solve the problem.

MAKE COURTESY A HABIT

It's one you won't want to break!!!
