



JEFF HAVENS **PROFESSIONAL** **EXCELLENCE**

VIDEO **SERIES**

PARTICIPANT WORKBOOK

Email Etiquette



- 1Q09 Rprt re Cmpny Rngs.
Biz is gr8! Dspt ecnmc
dwntrn, r shrs hv gn ↑ 12%!
OMG! Th rngs r th rslt ō
dmnd + sld mkt cap which gv
us ō cshn re \$\$ rsrvs WRT r
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LMAO! If ō nws cntnyoos,
we shld mv ↑ 2 #3 re mkt shr
by nd 3Q09. Swt! GTG, BB n
3 mos! Snrcly, Mgmt.)

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SUPER AWESOME INTRODUCTION!

So, you've been forced to get yourself a job. My condolences. I'm not an amazing athlete either, which is why I'm writing this book instead of sitting in a lounge chair beside one of the seven pools at my palatial estate. If I were good at anything other than shuffleboard (which surprisingly doesn't attract many high-dollar sponsors), then right now I'd be flying my private helicopter to my private island, which would be located in my own private ocean. I would spend my days riding dolphins, and they would make me their king.

Unfortunately, however, that is not the way things turned out for me, and so I have to work, just like you do. And since you have to work, you may as well make it as painless an experience as possible. Which is the whole purpose of this training!

Although you probably aren't aware of it just yet, you are currently holding the most amazing book in your entire library. I'm sure you've read your fair share of thrillers, action/adventure novels, and steamy romances. I'm sure you've sat up past your bedtime, glued to the pages of some especially riveting history, mystery, or memoir. But you have never experienced the kind of raw, heart-pounding adrenaline rush that you're about to get from this book. If this book were an animal, it would be a cross between a killer whale and a flying dinosaur with shoulder-mounted laser guns, something so powerful and amazing that nothing could stand against it. Any minute now Disney is going to announce a 'Professional Development' theme park modeled after this book, a lot like they did with Harry Potter.

OK, so I'm lying. Our deal with Disney fell through. But that doesn't change the fact that this training series is simultaneously going to help you become a more effective employee and keep you entertained while that happens. At the very least, it'll be more entertaining than all the other training you've done. Seriously, some of that stuff is about as exciting as watching water boil (which is really only exciting if that water is then accidentally flung onto somebody).

This training is going to cover three key areas:

- **Office Etiquette and Behavior**
- **Proper Use of Technology**
- **Successful Networking Techniques**

Now I know you're only reading this because somebody else is forcing you to, and I know you still probably think that it's going to be boring. And you know what else I know? That you're completely wrong. I guarantee you're going to laugh, unless you are somehow incapable of experiencing joy and happiness.

So are you ready to become awesome? Are you ready for people to respect you instead of wondering how you ever actually managed to learn how to read? Then what are you waiting for? Turn the page!

JEFF HAVENS

SPEAKER & TRAINER

"Most Professional Person Alive"





PART ONE



OFFICE ETIQUETTE AND BEHAVIOR

EPISODE 1

WHAT (NOT) TO TALK ABOUT AT WORK!

You learned several things in this video. For example, you learned not to shred other people's documents, as it has a tendency to make them sue you. You also learned that people who talk like baboons have a much more difficult time getting their point across than people who use words and stuff.

But more importantly, you learned that there are a handful of topics you should only bring up at work if you're in the mood to annoy everyone you work with. Politics, religion, medical issues, and other people's problems are great ways to make yourself as unwelcome as possible. These are the kinds of conversations that will make others wish you were never born. And if you don't believe me, let me tell you all about my last bowel movement.

I'm just kidding. I'm not going to tell you about it, because I've never had one. But I think you get my point.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Occasionally you are going to have to answer questions about the things you're theoretically paying attention to. This is to ensure that you are actually paying attention. If I find out that you aren't answering the questions in this book, I am going to figure out where you live and give you a moderate electric shock. It won't kill you, but it will probably make you talk funny for a few weeks. You've been warned.

- 1. What are some workplace conversation topics that you think are inappropriate or make you uncomfortable?**

2. Why do you think that politics might be a touchy subject around the office?

- a. Oh, I don't know – maybe because approximately half the people here voted the opposite way that I did in the last election. And the one before that. And the one before that. And the one before that. And. . .
- b. Just a wild guess here, pal, but maybe because not everybody watches the same news channel I do.
- c. Crazy thought, but maybe it's because I can't remember the last time I heard a civil conversation involving political differences of opinion. I think the last time was sometime in the 20th century.
- d. Um, can I pick all of the above?

3. When was the last time you said, “You look terrible!” to another person and received a positive response for doing so?

- a. Never
- b. Still waiting
- c. There's a growing part of me that thinks it's just never going to happen.

4. Instead of saying, “Wow, you look like crap today,” what are some alternative ways of asking a coworker how they’re feeling and if there’s anything they might want to talk about?

5. If someone engages you in a conversation that makes you uncomfortable, how can you let them know that you would rather not talk about that topic without creating a larger problem?

EPISODE 2

SHOUTING, RAMPANT NEGATIVITY, AND OTHER TERRIBLE IDEAS!

As I'm sure you've heard before, 70% of communication is nonverbal, which means there are a ton of things you can do to annoy people without saying a word! Scowling all the time, keeping your arms tightly folded during every conversation, and shouting at people whenever they make the mistake of saying hello to you are all great ways to make people wish you'd contract a debilitating illness.

You also want to keep an appropriate physical distance between yourself and the people you're talking to. Communication is a 2-way street. I'm sure you've driven on 2-way streets before, and you probably know that you're not supposed to drive straight down the middle and crash into every car that doesn't get out of your way. Same with conversation! Give people their space, or eventually they'll punch you. It's happened before.

Oh, and try to be positive! Negative people are depressing, and nobody wants to hang out with them. If you are consistently positive, you will attract positive people and outcomes to you. If you are consistently negative...well, don't be surprised if you are "accidentally" left off of group emails inviting you to social functions.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

- 1.** Have you ever been assaulted by a 'close talker'? What kinds of thoughts run through your head while they're doing it? Feel free to go into as much detail as you like – have fun with this!

- 2.** What are your least favorite conversation habits of other people? To the best of your knowledge, do you have any habits that might bother others?

- 3.** When was the last time that someone shouted at you and you said, "Oh! Of course! I'll be happy to do whatever you just asked me."
 - a. Today
 - b. Every time it happens, for I am motivated by fear
 - c. Never

4. When you are in a difficult conversation – an argument, an intense discussion, etc. – what are some approaches other than shouting and getting angry that you think might be effective strategies for getting your points across?

5. Do you know any consistently negative people? How do you feel about spending time with them?

6. When you are in a bad mood or otherwise feeling negative, what can you do to help yourself overcome that feeling and get back on track?