

Polite Conversations with Professional Courtesy, LLC

July 18, 2013



Summertime when the living is easy....



Hello everyone. It is hard to believe that it is the middle of July. I don't know where the summer has gone. It is flying by and before we know it will be time to get ready for school to start and all of the other events that happen in the fall. I do hope you are all having the chance to enjoy family and friends and some down time from your regular schedules.

However, we still have some warm weather to enjoy and some big world events to happen. The anticipated birth of the new prince or princess of England has everyone thinking baby. So, I thought this would be a good time to address some etiquette that should be observed with the arrival of new babies.

Also, warm temperatures do change what we wear to work, but it is important to keep it professional even if you're lightening up your wardrobe. Some warm weather dress tips are below.

Computer charting is here to stay in the medical arena. Using that technology and still making the patient feel that you are connecting on a personal level can be a challenge. Read my tips on how to stay personal with your patients.

And in this issue is the schedule of events for teens and professionals. Consider joining us for our very popular leadership seminar in September. It is always an informative, fun day.

Do your teens a favor and sign them up for our teen etiquette class at the very end of July. The skills they will learn will last a lifetime. Details are below.

Enjoy the rest of your summer!

Click on the links below for topics in this issue:

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- [Staying Cool and Professional](#)

- [Keeping Medical Charting Personal](#)
 - [Teen Etiquette Classes](#)
 - [Equipping Exceptional Leaders Seminar](#)
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Royal Baby Watch



As the whole world sits in wait for the arrival of the new royal baby in England, this might be a good time to talk about a little new baby etiquette.

Who can resist a baby? They make us smile and seem to bring a sense of hope for the future and they complete the circle of life within a family. I can still remember what a special time it was when my own daughter was born, nearly forty years ago. And that sense of hope and joy for me, was repeated when my granddaughter was born. But with new babies come a lot of changes in a family's life. If it is the first child, life as you knew it, before the birth, will never be the same. However, the tradeoff is worth it.

As a former nurse and at the time I delivered my daughter I have seen the once rigid rules, for visitation in the labor and delivery room and postpartum, greatly relaxed. Father's weren't even allowed in the delivery room when I first started in nursing. And no one was allowed on the floor to visit mothers if the babies were out of the nursery with the mothers.

In some ways that's good... fathers are now active participants in the whole birthing process. And many grandparents are present as well as siblings. Videos of the birth are made of the process that was once veiled in secrecy. These videos are now available for the world to see.

However, the down side is, seemingly anyone, whether you want them or not, can pop in while you are busy working to deliver that baby or appear shortly after the birth with half the neighborhood in tow.

Mothers are kept such a short time in the hospital these days that it may be better to make a visit to see that new baby after everyone is home and settled for a few days. New babies require a lot of work and sometimes parents feel like they will never get back into a normal routine again. In short, parents are tired. And entertaining is not at the top of their list.

So before you make the visit to see that new bundle of joy consider a few things first...

Call and see when would be a good time to make a visit. Don't show up unannounced, make sure your visit is brief and that you don't come empty handed or expect to be waited on or entertained.

Make sure that you are well and that everyone with you is well before visiting. When you arrive, don't pick up the baby unless you have been invited to do so and be sure to wash your hands first, if you have been invited to hold the baby.

Don't offer your advice to the mother on how things should be done. Especially, if it has been a long

time since you have delivered a baby, you'd be surprised at how things have changed. And if the mother does ask for advice, be careful not to offer too much. That's what the Pediatricians are for.

Don't try to one up the mother's labor and delivery experience with details of your own. Everyone's experience is different and most people don't want to hear the details of your delivery or share the details of theirs, anyway. That's called too much information!

Regardless, of what the baby is named, be gracious with your response to it. Naming your children is a very personal decision. And the name parents choose is usually one they love. So, to make curt remarks or disapproving facial expressions is an insult to the parents.

If the mother is breast feeding be sure to ask if she would like you to leave the room if it is feeding time. Also, in spite of the fact that women are more relaxed these days with breast feeding in front of others, it is important to consider whether your visitors are comfortable being present for the feeding. Always ask if anyone minds if you feed the baby in front of them.

Your baby doesn't have to be a royal to be special. All babies are special.

Don't Blow Your Cool With Unprofessional Dress

When summer temperatures soar most of us scale down our clothing in an effort to stay cool. And going to work in traditional business attire can be a challenge on hot days. However, getting too skimpy with your clothing can be a real liability in how you are perceived as a professional. Your job, position and work environment should dictate the level of formality needed in your attire. If you are in a serious business, like finance, law or other highly professional fields, it is very important not to get too casual.

Here are some of my dos and don'ts to maintain a professional image on hot summer days:

- Don't expose too much skin. Sleeveless, low cut tops are not appropriate in traditional work settings.
- Don't flip and flop with your shoes. Slides and sandals are not as professional as closed toe shoes or closed toe sling backs. And flip flops are for the beach and pool side, not for work.
- Don't get too high with your heels. Anything over two inches can be perceived as "sexy"
- Don't get too short with your skirts... one -two inches above the knee should be the limit, regardless of how great your legs are.
- Don't reveal all of your assets. Cleavage on either end is too much information. Be careful not to expose your bare midriff when raising your arms.
- Don't wear tight tee shirts, tanks or sheer tops. No one wants to tell the temperature of the room by what a woman has on. Layering or a lined bra can help avoid this faux pas.
- Don't wear capris or long shorts or cargo pants. Light weight long pants are a better choice.

Consider:

- Do wear lighter weight wrinkle resistant fabrics.
- Do lose the tie and wear an open collar if ties are not required.
- Do remove your jacket, but keep one handy if something pops up during your day that might require one.
- Do go bare legged if hose are not required.
- Do wear lighter weight skirts if long pants are too hot.



(Capris are not as professional as long pants especially, in traditional environments.)

If you question if something is appropriate for work...it probably isn't. If you find yourself apologizing for what you have on...it's wrong.

Keeping Medical Charting Personal



If anyone has had a recent visit to their physician's office or had to make a trip to the hospital you know that computers are now a big part of health care.

In fact, electronic medical record keeping, before long, is going to be mandatory for hospitals and physician's offices. Failure to comply may impact their reimbursement from insurance companies and a lot of other things, too. And, even those physicians who used to pass off the charting to their nurses and assistants will have to get tech savvy and enter their own notes.

With electronic record keeping patient's charts can be accessed by all of the physicians involved in a patient's care. Ideally, this helps prevent duplication of tests and keeps better track of medications ordered by multiple physicians and any other important information needed to care for the patient effectively.

The patient chart is also available to the patients themselves. This makes keeping track of your own medical history much easier.

However, when technology comes into play it can erode the personal nature of the physician/patient experience because everyone become overly focused on the computer. So some tips to help keep the exchange personal, whether you are the physician, nurse or front desk person are:

Meet and greet the patient warmly.

Always look up from your computer when your patients walk in the front door.

Look at the patient when you ask a question.

Let the patient know that you are listening to what they are saying up front, but you will have to look at the computer occasionally. Then, look at the computer when entering the data.

Make the first exchange with the patient a personal one.

Before going to the computer to start charting, connect with the patient by shaking their hand and giving them good eye contact. This brief personal touch makes a powerful first impression.

Always introduce yourself and tell the patient what your position is.

This allows the patient to connect on a more personal level as you care for them. And it takes some of the sterility out of any procedure.

Remember that caring for a patient should be a "hands on" situation.

Teen Etiquette Classes



This class is a foundation in good manners and leadership skills that will give young people skills that they can use now, and for the rest of their lives. Confidence in knowing what to do in all sorts of social situations frees one from worrying about making mistakes. This fun and informative program includes role playing exercises and a workbook in each area for each student to keep as a reference guide.

Self-esteem and Confidence Building

Meetings & Introductions

Developing Confidence in Meeting New Acquaintances

Handshaking with All Ages

Conversation & Listening Skills

Telephone Etiquette

Techno/Cell Phone Etiquette

Social Media Etiquette

The Etiquette of Public Places

Preparing for a Job Interview

The Importance of Volunteering

and more...

The ABC's of Table Manners

Napkins

Extending & Receiving Invitations

Being Served & Serving Yourself

Difficult to Eat Foods

Silverware, China, & Crystal

Do's & Don'ts of Dining

Thank-you Notes

Tipping

Karen Hickman, owner of Professional Courtesy is a certified etiquette and protocol consultant, trained and certified by The Protocol School of Washington, which is the leader in and is the first company to provide professional training and certification in etiquette and protocol. Consultants certified by The Protocol School of Washington are providing the highest quality programs and current information on this subject in North America and internationally.

Dates are: Tuesday, July 30, Wednesday July 31 and Thursday August 1

Time: 9:00 am to 12:30 on Tuesday and Wednesday

Thursday will be 11:00 am to 1:30 pm (luncheon on this day)

@ Ft Wayne Country Club

The third and final session will incorporate a 4-course luncheon.

Snacks will be provided during the first two sessions.

All students will receive a certificate of completion.

Cost per student is \$225.00 (second and third child in a family receive a 15% discount)
Students will receive two detailed work books and a four-course luncheon is included in the price.

Click on the following link for the [Teen Etiquette Class Application](#)

For more information contact: Karen.Hickman@professionalcourtesyllc.com

Equipping Exceptional Leaders

This unique and intriguing leadership training, held at the Fort Wayne Country Club, includes a continental breakfast and lunch and features three professionals whose expertise creates leaders who generate, engage and motivate.

Sep 27, 2013 8:30am - 3:45pm

Karen Hickman: Business Etiquette, Communication Skills and Office Dynamics

Karen Hickman, etiquette and protocol consultant--Professional Courtesy, reveals the expectations for and requirements of top-notch managers and employees regarding business etiquette, communication styles and the impact on office dynamics on today's work-place environment. Managers and employees who understand, sharpen and practice these skills create engaged colleagues; successful workplaces; and, ultimately, higher profitability.



"Karen is the epitome of professionalism and an expert in social skills. She translates etiquette and protocols into practical tools and techniques that everyone needs to learn or be reminded of for the workplace and as part of civility. I've had the privilege of learning from Karen over the last number of years and each time I attend her seminar I learn something valuable that I can apply immediately and pass along to those I lead."

-Lori Strahm, Parkview Health

Elizabeth Nulf MacDonald: Business Communication Skills: Verbal, Written & Interpersonal

Elizabeth Nulf MacDonald, corporate communication consultant--The Verbal Edge, focuses on equipping leaders with professional email formatting techniques in addition to confident, succinct, engaging, and information-rich written, verbal, and interpersonal communication skills.



"Elizabeth Nulf MacDonald has led several verbal and written communication workshops for the staff at Peg Perego USA, Inc. Both the office and call center staff found Elizabeth's positive approach helpful as they implement new skills that will be beneficial in both their personal and professional lives."

-Deanna L. Mohre, Peg Perego USA, Inc.

Joseph Wolfcale: Integrating the Ages - Generational Issues in the Workplace

Joe Wolfcale, Chief Executive Officer and multi-generational researcher, describes the fascinating and surprising relationships that can occur among multiple generations in the workplace environment. Focusing on the Millennial Generation, he shows how to connect with this intelligent, yet complicated group of people who have invaded our offices--and will continue to do so. Through interactive exercises and the latest and best information regarding Millennials, you will leave convinced your business will not only survive, but will also thrive with this generation.



"Joe's presentation at the workshop was engaging and entertaining. He opened my eyes to changes that I needed to make as a leader to better manage my diverse workforce. This was a great investment for the future of my company and I'm confident it will lead to better communications and a more productive business environment."
-Brad Gillum, Willow Marketing

RSVP by Sep 20, 2013 to Karen Hickman:

- Click on the following link for the [Equipping Exceptional Leaders Registration Form](#)
- Email: Karen.Hickman@professionalcourtesyllc.com
- Call: (260) 486-7758

\$325 per person. \$295 for three or more from the same company.



[Forward email](#)



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Professional Courtesy LLC | P.O. Box 15353 | Fort Wayne | IN | 46885