

Curriculum on Military Courtesy

“Courtesy to Impress”



Agenda

- B1. Job Interview Courtesies
- B2. Making Introductions
- B3. Formal Introductions
- B4. Informal Introductions
- B5. Shaking Hands
- B6. Dining Courtesies
- B7. Table Talk
- B8. Invitations and RSVP
- B9. Thank You Notes
- B10. Email Courtesies
- B11. Telephone Courtesies
- B12. Cellular Phone Courtesies
- B13. Meeting Courtesies



JOB INTERVIEW COURTESIES

B1. Practice good courtesy during job interviews



Job Interview Preparation

Pre-Interview Checklist

- ✓ Your shoes are clean/polished.
- ✓ Your clothes/uniform are wrinkle-free/pressed and stain-free.
- ✓ Your nails are clean and neat.
- ✓ Your hair is clean, dry, and neat.
- ✓ You didn't put on cologne or perfume.
- ✓ You have removed all extra jewelry. (Noisy and/or dangling jewelry is distracting.)
- ✓ You have clean copies of your resume/Cadet Service Record.
- ✓ You have the address and phone number of the meeting place.
- ✓ You know how to get there and how long it will take. (BEING ON TIME IS CRITICAL)
- ✓ You know the names, ranks and/or titles of everyone you are meeting and how to pronounce them.
- ✓ You have a notepad/pad folio and functioning black or blue-inked pen.
- ✓ Your bag has essentials only—nothing bulky or extra.



Resume / Cadet Service Record

- Your resume/Cadet Service Record is printed on high quality white paper.
 - Stationary stores offer resume packets, containing everything you need to prepare a proper resume.
- Your resume/Cadet Service Record has been reviewed for correct spelling and grammar by someone other than you.



Interview Practice

- You've practiced answering interview questions.
- Look online for sample interview questions.
- Ask other Cadets who have been up for promotion or an award or Cadet staff what kind of questions you may be expected to answer.



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Arrival (General)

- Be on time
- Dress appropriately
- Piercings and Neon Hair
- Attention to Detail
- Make a Good First Impression
 - Shake hands when you introduce yourself.
 - Sit down only after your interviewer invites you to do so.
 - Stand up when anyone is introduced to you.
 - Say “Thank you” at the beginning, at the end, and once again in a written thank you note.
 - Speak clearly and make eye contact.
 - Smile: It shows you are inviting and friendly, confident, able to relax, and personable in a potentially stressful or intimidating situation.





Arrival (CACC Interview)

- Report In (Cadet Corps interview)
 - Remove headgear
 - Knock twice on the door
 - Enter when told to do so.
 - Approach the senior ranking board member (usually in the center)
 - Stop within two steps of the desk, salutes, and reports
 - ***"Sir (Ma'am), Lieutenant Jones reporting for interview."***
 - The salute is held until the report-in is completed and the salute has been returned by the presiding officer.
- The presiding officer may
 - Ask the candidate to sit
 - Conduct a Uniform Inspection
 - Conduct a performance task assessment
- Then the questions will begin.
 - Say Sir/Ma'am/Sergeant every time you address members of the board.



Interview Tips

- ❌ Don't play with your hair
- ❌ Don't put your hands in your pockets
- ❌ Don't chew gum/candy/mints

- ✓ Remember names and use names
- ✓ Introduce yourself!
- ✓ Handshakes: Firm, not too soft or too hard



Interview End

- If asked if you have a question: Have one!
 - Be prepared with a question or two
- Say thank you
- For a civilian job interview, send a thank you note





Check on Learning

- Why is it important to smile in an interview?
- Why do you think being late is most often a guarantee of not getting a job?
- Why do you think a “firm” handshake is the best?
- Is it OK to drop your “sir”s, “ma’ams”, “sergeant”s in a CACC interview?



MAKING INTRODUCTIONS

B2. The importance of making a great introduction



Tips for Making a Great Introduction

- Look at the person you are speaking to first, then turn to the other person as you complete the introduction.
- Speak clearly. Mumbling defeats the purpose of the introduction if no one knows what you said.
- Use courteous language. “I’d like to introduce...,” “May I introduce...,” “I’d like you to meet...” are all good options. “May I present...” is the formal version.
- Use preferred names and titles. If unsure, ask in advance how the person wants to be introduced.
- In more formal situations, or when there’s an obvious age difference, it’s best to use courtesy titles and last names: “Mrs. King, I’d like you to meet Mr. Jacobs.” This lets Mrs. King invite Mr. Jacobs to use her first name, or not.
- In informal situations or with your contemporaries, it’s helpful to use first and last names: “Katelyn, this is Tom Jacobs. Tom, this is Katelyn King.” You can use a nickname if you know the person prefers it.
- Teach children to use adults’ titles, unless an adult specifically requests using his or her first name: “Mrs. King, this is my nephew, Benji Rosen. Benji, this is Mrs. King.”
- It’s fine to skip last names when introducing your spouse and children, unless they have a different last name than yours.
- Introduce other family members by their full names, unless they request otherwise. It’s also a good idea to mention the family relationship: “Uncle Matt, may I introduce Mark Weston. Mark, this is my great-uncle, Matt Pearson.”
- When introducing someone to a small group, it’s practical to name the group members first, primarily to get their attention: “Sara, Kathy, Dan, I’d like to introduce Curtis Tyler. Curtis, I’d like you to meet Sara Rocha, Kathy Henley, and Dan Quinn.”
- Start a conversation. Try to find some topic the two people have in common: “Sam, I think you and Jake both like to play basketball.”



Check on Learning

- Why is it important to look at the person to whom you are making the introduction, and then at the person you are introducing?
- What is the importance of speaking clearly in during an introduction?
- Recite two courteous phrases used when making introductions.
- When is it appropriate to skip last names?



FORMAL INTRODUCTIONS

B3. Formal Introduction defined

The general order of an introduction

Use of titles during an introduction

Methods of making introductions



Formal Introduction Defined

- Formal introductions are appropriate when introducing people in formal settings such as meetings, conferences, banquets, etc.
 - Introductions should be made using the General Order of Introductions as outlined in the next slide
 - Appropriate titles should be used at all times





General Order of Introductions

When introducing people to each other you should **look at and speak to the person you want to honor first**. For example, if you're introducing your school friend to your grandmother. Turn to your grandmother first and say, "Grandma, I'd like you to meet my friend, Maria." Then turn to Maria and say, "Maria, this is my grandmother, Mrs. Duran."



Order of Introductions in Social Situations

- FIRST: Your grandparents, parents, or anyone older than you
- THEN: Your *peer* (or younger person)
- FIRST: Your friend
- THEN: A family member such as your brother, sister, cousin
- FIRST: An adult
- THEN: A child
- FIRST: A woman
- THEN: A man (Some say this is old fashioned, but it's still a courteous thing to do)
- FIRST: Someone with a title: Senator, Mayor, Judge, Colonel, nobility, Bishop, Reverend, Professor, Doctor; anyone senior in rank to you (Commandant, Teacher)
- THEN: Your peer (or younger person)
- FIRST: Your guest of honor
- THEN: Others attending the event

Peer

(Noun) A person who is equal to another in abilities, qualifications, age, background, and social status.



Use of Titles in Introductions

When introductions include a dignitary, introduce the dignitary first to show respect for the office he or she holds. Use the dignitary's correct formal title or *appellative* when making the introduction.

Appellative

(Noun) A common noun, such as "doctor," "mother," or "sir," used as a vocative.



Examples of Introductions Using Various Titles

- Introduce a doctor, judge, or bishop with their titles. For example, “Doctor Ramirez”, “Judge Smith”, Bishop “McCarthy”
- Introduce members of Congress by “Senator” or “The Honorable”.
- Introduce military personnel by their rank; for example, when introducing your guest at a dining in to the guest of honor, you might say “Colonel Smith, I would like you to meet Miss Johnson.”
- To introduce a Commandant/teacher to a parent, you would use the Commandant’s/teacher’s name first. For example, “Major Cooper, I would like you to meet my mother, Mrs. Vang.” If both of your parents were there, you would introduce the woman first and then the man, such as, “Major Cooper, I would like you to meet my parents, Mrs. Vang and Mr. Vang.”
- When introducing yourself or others to a religious leader, use formal religious titles unless instructed otherwise. If in doubt, the best thing to do is to ask the individual how he or she prefers to be introduced *before* the introduction is made.



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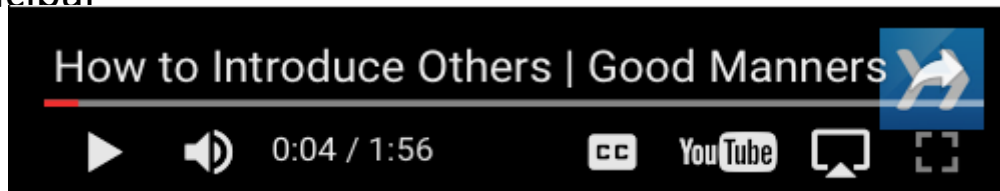
Methods of Making Introductions

- ✓ Speak each person's name slowly and clearly. It's your responsibility to ensure the people you are introducing hear each other's name and correct pronunciation.
- ✓ When you are being introduced to someone, make a special effort to listen to the other person's name.
- ✓ If you forget a name, or did not hear it, apologize and ask them to restate it; then, use the name several times in conversation to help you remember it.
- ✓ When being introduced, it is proper to return a courtesy such as "Nice to meet you", "Hello", "I am really glad to meet you".
- ✓ If you are the one making the introduction, do not go away and leave the two people without helping them start a conversation.
- ✓ When starting a conversation, mention something of common interest to both parties. For example: "Major Jones, I would like you to meet Michael Knight. Major Jones is my Cadet Corps Commandant. Sir, Michael hopes to enroll next year."
- ✓ If you need to move on to another event or need to introduce your guest to others, excuse yourself so that you and your guest can do so. For example, you could say "If you'll excuse Michael and me, I want to introduce him to a few other people here."
- ✓ Before taking leave of the person who you just introduced, your guest should respond with "I am very glad to have met you," or something to that effect.



Practical Exercises

- Break into groups of three. Practice introducing each other using the methods discussed in the previous slides. Take on the various roles listed below:
 - Commandant
 - CACC XO
 - 10th Corps Deputy Commander
 - Cadet Battalion Commander
 - AGI Inspector
 - The Adjutant General
 - Cadet
 - Cadet from another battalion
 - Parent
 - Teacher
 - Principal
- Watch:





Check on Learning

- What is the difference between a formal and informal introduction?
- In what order do you introduce a peer to someone else?
- What is an *Appellative*?
- What do you do if you are in doubt as to how a person should be introduced?
- What do you do if you forget a person's name after being introduced?
- How do you excuse yourself and guest when you need to move on to another event?



INFORMAL INTRODUCTIONS



Informal Introductions

- When you introduce people who you know well, you can be more casual with your introductions. For example, if you're introducing one friend to another friend, you could say, "Joe, this is Pete." In this situation, it's fine to use the both of their first names; however, when introducing an adult, senior ranking person, etc., do not use the person's first name.
- In some cadet battalions or military academies, cadets have only one formal title as far as introductions are concerned—that of a Cadet. In those situations, the rank structure is not used when addressing cadets socially. For instance, you would say, "Doctor Jones, this is Cadet Draper," not "Doctor Jones, this is Cadet Lieutenant Draper." Furthermore, at some schools, cadets may be addressed as "Mr. Draper" or "Ms. Draper" during conversations. For example, "Mr. Draper, I am pleased to meet you."
 - It is important to familiarize yourself with methods of address at an academy, within a particular battalion, etc.



Check on Learning

- When is it appropriate to use an informal introduction?
- When introducing an adult, do you use their first name, last name, or both?
- When introducing an senior ranking person, do you use their first name, last name, or both?
- A cadet battalion or a military academy may only use one formal title, such as “Cadet” as its method of address. Should you include the Cadet’s rank in an introduction?



SHAKING HANDS

B5. Origination and Meaning
When, Why, & How



Origination and Meaning

- Archaeological ruins and ancient texts show that handshaking was practiced in ancient Greece as far back as the 5th century BC; a depiction of two soldiers shaking hands can be found on part of a 5th-century BC funerary stele on display in the Pergamon Museum, Berlin and other funerary steles like the one of the 4th century BC which depicts Thraseas and his wife Euandria handshaking.
- The handshake is thought by some to have originated as a gesture of peace by demonstrating that the hand holds no weapon.



When, Why, & How

- The handshake is commonly done upon meeting, greeting, parting, offering congratulations, expressing gratitude, or completing an agreement.
- In sports or other competitive activities, it is also done as a sign of good sportsmanship. Its purpose is to convey trust, respect, balance, and equality.
- Handshakes are often used to formalize agreements. The agreement is not official until the hands are parted.
- A handshake is a short ritual in which two people grasp one of each other's like hands, in most cases accompanied by a brief up and down movement of the grasped hands. Using the right hand is generally considered proper etiquette. Customs may vary by country and culture. Having an awareness of how others may extend greetings can be valuable in helping you respond if someone's style of greeting is different than what's customary in the U.S.



What to do Where

- In North America and Europe, a firm handshake is an appropriate form of greeting.
- In the military and in the Cadet Corps it communicates confidence in one's self.
- Too firm of a handshake may give the impression of being inappropriately competitive, while too soft of a handshake may leave the greeter with an impression that the other is timid. In some countries the customary grip is gentler.
- When greeting someone when visiting another country, it's a good idea to let that person initiate the pressure of the grip so you can respond in kind.
- In some countries, females do not shake hands. Since this varies from country to country and region to region, it's best to wait for a female to extend her hand first. If no handshake is offered, you should still greet her respectfully: "I am pleased to meet you."
- In some countries, the bow is the equivalent of the handshake.
- In the Middle East, it is customary to put your right hand over your heart when meeting or greeting someone



Touching and Personal Space

- While shaking hands, or conversing in some countries you may find the other person casually touch your arm with their opposite hand. If someone touches your arm while shaking hands or in conversation, don't take offense.
- In the United States, we generally stand about two to three feet apart when talking. Handshaking should occur within the same space as used when talking. Some countries put more space in between, while other countries prefer standing much closer. If visiting another country, you may wish to observe the 'talking space' displayed by others so you can model it when speaking and greeting those who live there.
- Visitors and people from other countries who now live in the U.S. may still observe their home country customs and it's courteous to honor that when interacting with them. This can be done most effectively by following their example.



Handshake Grips



Too Firm



Too Soft



Just Right



Check on Learning

- When and where are handshakes thought to have originated?
- What was the original purpose of a handshake?
- When are handshakes commonly exchanged?
- What is the appropriate distance between two people which should be observed while offering a handshake?
- What should you do when greeting someone from another country?
- What should you do when greeting a female?



DINING COURTESIES



Basic Table Manners

Good table manners are about being courteous to your fellow diners and about navigating awkward moments smoothly. Table manners apply in every dining situation: when you're a guest at someone's house, when you're at a restaurant, when you're at a dining-in, and yes, even at your own home.

Do's

- ✓ Table manners have evolved over the centuries, but these basic, important, table manners will keep you from looking like a cave dweller:
- ✓ Keep your cell phone off the table and set to silent or vibrate. Your calls and texts can wait until you are finished with the meal and away from the table.
- ✓ Keep your hat, wallet, purse, keys and other personal items off the table.
- ✓ Use your utensils (fork, knife, spoon) correctly, and don't shovel or stab your food.
- ✓ Use your napkin, not your sleeve. Place your napkin on your lap before you start eating; pick it up and use it as needed; then return it your lap until everyone at the table has finished eating.
- ✓ Chew with your mouth closed. No smacking or crunching.

Don't's

- ⊖ Don't pick or floss your teeth. If something is stuck in your teeth, quietly excuse yourself from the table and go into the restroom to attempt to dislodge it.
- ⊖ Don't blow your nose. If you need to do so, quietly excuse yourself and go into the restroom.
- ⊖ Don't touch, toss, or comb your hair at the table. It's not hygienic, and no one wants your in their food.
- ⊖ Wait until you're done chewing before you drink anything.
- ⊖ Cut only one piece of food at a time.
- ⊖ Don't slouch in your chair and don't put your elbows on the table while you're eating. However, it's fine to put your elbows on the table while talking with others between courses, such as the entrée and the dessert.
- ⊖ Don't reach across the table for something. Instead, politely ("Please") ask for it to be passed to you.
- ⊖ Participate in the dinner conversation, but don't talk with food in your mouth.
- ⊖ Don't fidget.



How do I...

- Pass food around the table
 - If the serving dish has been set closest to you, serve yourself, and then pass it to the right. You can either hold the serving dish for the person you are passing it to while he takes his food or, if the dish is easy for you to hold and serve from, you may pass it to the person next to you once you've served yourself. Remember to take a small enough portion so that there's enough for others to take. When passing a serving piece with a handle, pass it so that the handle is towards the person you are passing it to so that she can easily grasp it.
- Deal with an unpleasant food in my mouth
 - If an unpleasant food ends up in your mouth, don't spit it out! Instead, raise your fork or spoon to your mouth and subtly use your tongue to move it back on the utensil. (An easy rule of thumb is: "If it went in with a utensil, it comes out on a utensil; if it went in with your fingers, it comes out with your fingers.") Then place the offending food item on the side of your plate. Don't put in your napkin—it could fall out and end up on your clothes or on the floor. Alternatively, consider heading to the restroom to take the food out of your mouth there if that will keep from drawing attention to your predicament at the table.
- Signal that I'm finished
 - Picture your plate as a (non-digital) clock. Place your utensils on the plate so that the handles are resting on the numeral 4. Leave your plate where it is. Don't push it away from you as it's not considered polite to do so.



What Do I Do When...

- You've dropped something
 - Don't retrieve a dropped utensil. Instead, let your server know you dropped it, and he will pick it up and bring you a replacement. However, one exception is if you drop a utensil that might be stepped on or cause an accident, then pick it up and leave it in your hand or place it on the napkin in your lap. You will still need to let your server know you dropped it so he can replace it. If you hand it to the server with your napkin, he can also bring a replacement napkin.
- Your fork or glass is unclear
 - Discreetly ask your server for a replacement. Don't use your napkin to try to clean off a utensil or glass, and don't announce the problem to the other diners at your table.
- You spot a hair or bug?
 - If there's a bug or a hair in your soup, don't make a big deal about it to your table mates. When you catch the attention of the waiter, quietly let him know about the problem. He'll bring you a replacement or something different if you prefer.
- Someone at the table has food on her face?
 - Do her a favor and subtly call her attention to it. Don't announce it to everyone else, but don't let her find out an hour later than she had salad dressing dripping down her chin or a piece of parsley prominently stuck on her front tooth.
- You knock over your drink?
 - Immediately set the glass upright and apologize. Use your napkin to slow down or stop the flow of liquid. Ask your server for assistance and he'll take care of the rest.
- The waiter tries to take your plate away before you're done eating?
 - If a server starts to take your plate before you've finished eating, it's appropriate to say, "Oh, I'm not finished yet." The same applies even if he's already taken your plate and is walking away.



Check on Learning

- T / F Table Manners apply in every dining situation
- T / F Food is passed to the person seated to your left
- T/F If there is an unpleasant food in your mouth, you should discreetly spit it into your napkin
- T / F If there is an unpleasant food in your mouth it is ok to excuse yourself to the restroom to remove it from your mouth



TABLE TALK



Conversation about the weather is the last refuge of the unimaginative.

Oscar Wilde





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Dynamic conversation – Tips to help you jumpstart a conversation

- **Get to know your tablemates**
 - ✓ Ask them about their interests, hobbies, jobs, and accomplishments. This gives you lots to talk about—plus your fellow diners will be flattered by the attention. It also helps to get the conversation started when introducing two people.
- **Keep it light**
 - ✓ Focus discussions of light topics such as: Hobbies, music, upcoming events, movies, or sports.
 - ⊖ Avoid discussions about religion, race, politics, or any controversial issue. Avoid health issues, off-color jokes, negative or disparaging comments, and gossip.
- **Know your current events.**
 - ✓ Try to know what's going on in your community, your state, the world, and current sports and entertainment. You'll be surprised at how naturally you can get a conversation going.
- **Ask people's opinions.**
 - ✓ Asking questions is the easiest way to start a conversation and/or to keep one going. Bring up a topic, and ask your neighbors for their thoughts on the subject.
- **Be a good listener.**
 - ✓ Focus on the person you're talking to and maintain that focus.
 - ✓ Respond with facial expressions, comments, and questions to show you're engaged.
 - ✓ Give others a chance to talk. - do not monopolize a conversation.
- **Do not interrupt**
 - ✓ Allow the other person to finish what he or she is saying before speaking.
- **Be a good speaker**
 - ✓ Be mindful of engaging in conversation with a person who has just taken a bite of food.
 - ✓ Try not to talk too quickly or too slowly.
 - ⊖ Do not talk with food in your mouth.
 - ⊖ Do not shout; use a pleasant tone of voice that can be heard only at your table.
 - ⊖ Do not use profane, abusive or vulgar language.
 - ⊖ Do not ridicule or laugh at an unfortunate remark or someone's mistake
 - ⊖ Do not contradict someone in a social setting, it is okay to disagree. In those instances, start by saying, "I disagree with you because . . ."
- **Be authentic and vulnerable.**
 - ✓ Nothing builds connections and fosters communication with other people faster than being able to relate to someone.



Keep the conversation going

- Searching for something to say?
 - The person you're talking to doesn't know you well, either, so you're probably both feeling nervous.
- How do you handle the situation?
 - Start off with a basic question, like, "What did you do this last weekend?" If you listen carefully to the person's answer, you'll easily find an opening for a follow-up question.
 - To keep a conversation going you must listen to the other person and ask some follow-up questions. By doing this, you're telling this person a lot of positive things about yourself. For one thing, you're letting them see that you're interested.
 - By learning more about the other person (usually the goal in the first place), you're demonstrating that you aren't completely self-absorbed.
 - You're showing that you're confident enough to talk to people you don't know without losing an ounce of your poise, wit, and charisma.
- *Example Conversation:*

You: *"What did you do this last weekend?"*

Respondent: *"I attended a bivouac with my Cadet Corps unit. We spent the night at the State Park."*

You: *"Sounds like fun, what did you do at the bivouac?"* (There's the follow-up question. So easy.)

Respondent: *"We learned how to start a fire with just flint and steel and we also did an orienteering course."*

You: *"Really? I tried to start at fire with flint and steel at the Xtreme Team Challenge, and I couldn't get it to start." (Makes a connection)*

Respondent: *"Yeah, the trick is to get the perfect tinder. So, what did you do last weekend?"*



A single conversation across the table with a wise man is better than ten years' mere study of books.

Henry Wadsworth Longfellow





Check on Learning

- T / F Table conversations are most interesting when they focus on topics such as politics or religion
- T / F It's ok to talk while chewing as long as you cover your mouth with your napkin
- The best way to start a conversation with someone you've never met is:
 - a. Telling him/her all you know about the others seated at your table
 - b. Asking him/her about themselves
 - c. Waiting for him/her to ask you a question



INVITATIONS AND RSVP

B8. Draft an invitation to an event. Reply to an invitation.



Social Invitations

- Formal requests to attend an event
 - Dining-In
 - Dining-Out
 - Cadet Balls
- Engraved card invitation
 - Folded over and mailed to the guests
- Digital invitation
 - Emailed to guests



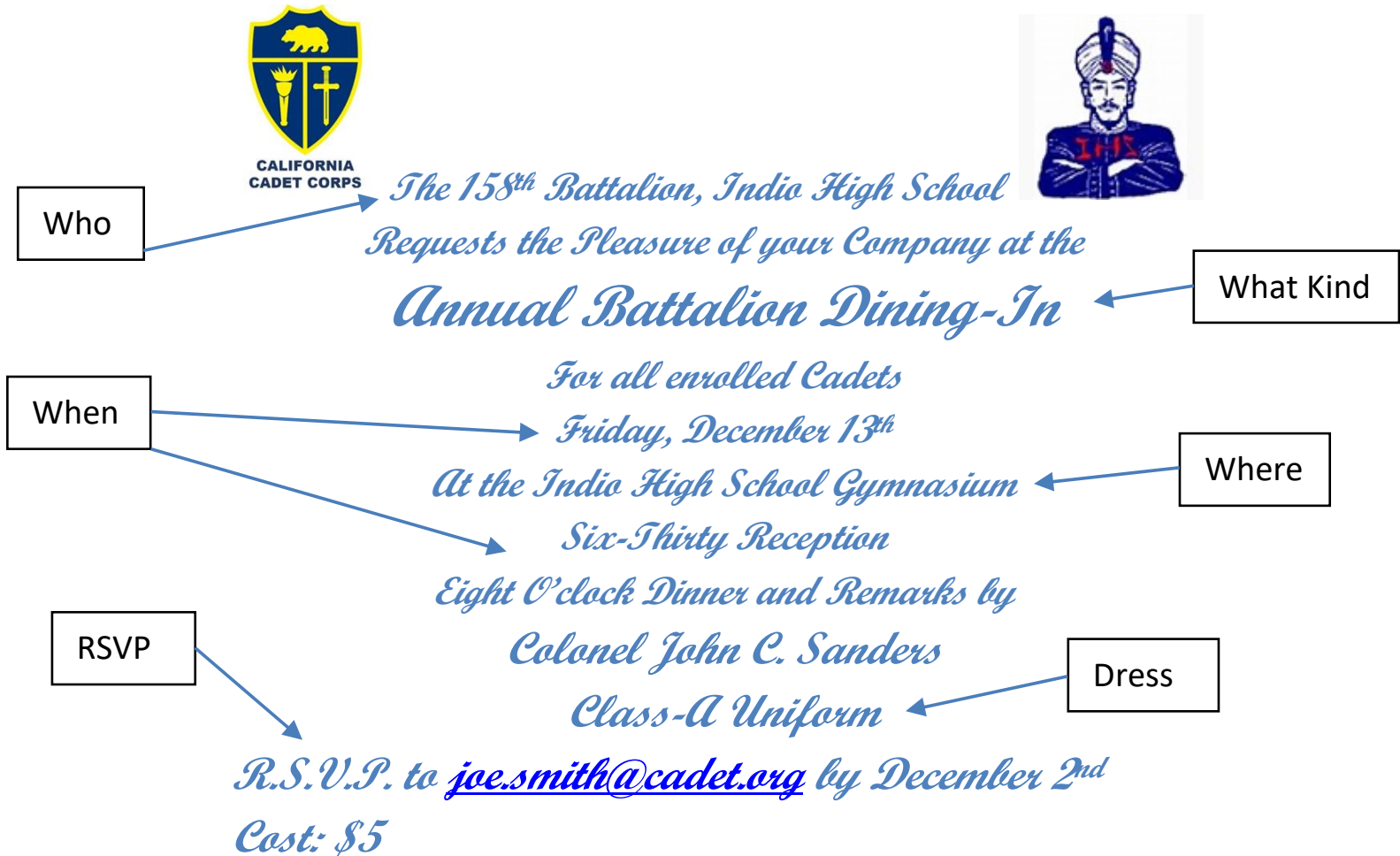
Elements of an Invitation

WHO	Host
WHAT KIND	Lunch, Dinner, Reception, Ceremony
WHEN	Date and day of the week Time
WHERE	Place
DRESS	Service Dress; Sports Coat and Tie; Business Suit
R.S.V.P.*	R.S.V.P. Information

*R.S.V.P. From the French, is short for “Répondez, s’il vous plaît,” which means “Please reply.”



Sample Invitation





Check on Learning

- What does RSVP mean?
- etc



THANK YOU NOTES

B9. Draft a thank you note for courtesy purposes.



Say Thank You

- Timing and Tone
 - Within 2 – 3 days after event
 - No more than a week later
 - Informal tone
 - Avoid typed or printed notes
- Reason to send
 - Gift received or favor provided
 - House or dinner guest
 - Job interview
 - Cadet Ball
 - special guests
 - sponsoring organizations
 - service and entertainment providers



Address the Envelope

Cadet John C. Scott
123 Main Street
Los Angeles, CA 91234

Colonel Michael Ramirez
4567 W. School Street
Los Angeles, CA 91234



Check on Learning

- How soon after the event should the thank you note be sent?
- True or False: A typed note is better than a handwritten note.
- Should "Cadet" or your cadet rank be used in your signature?
- Is it okay to use your cadet rank on the mailing envelope?



EMAIL COURTESIES

B10. List rules of etiquette for emails. Identify email faux pas. Summarize the “Bulletin Board Rule” for email.



Choose Your Audience

- To:
 - People who need to take action/respond go on this line
 - Don't add people who aren't needed
- Cc:
 - People who don't need to take action/respond, but should be aware
 - Anyone mentioned in the email
 - Relevant leadership
- Bcc:
 - If trying to hide a long list or if protecting email address privacy
- Subj:
 - Always put in a subject
 - Specific, relevant, and SUCCINT
 - Only one subject



State Your Case

- Salutation/Greeting
 - Address all recipients:
 - “Dear,” “Hello,” “Hi,” “Good morning”: Tom & Mary, Sir, All, Team, Cadets, Major Smith
 - Use salutation in a first reply; no salutation in continuing replies
- Body of Evidence
 - BLUF (Bottom Line Up Front)
 - Clarity, brevity, and courtesy
- Closing
 - Strong finish
 - “Respectfully,” “Very Respectfully,” “Sincerely,” “Regards”
- Signature block
 - Sender’s name, rank, position, organization, and telephone number



Second Thoughts

- Re-read the email before sending
- Don't rely on 'spell check' and 'auto-correct'
- Only use acronyms and abbreviations understood by intended audience
- Spell out acronyms and abbreviations the first time they're used
- If an email conversation is going downhill fast, pick up the phone or set an in-person meeting
 - Without tone of voice or body language to make meaning clear, we usually default to a negative interpretation of someone's words

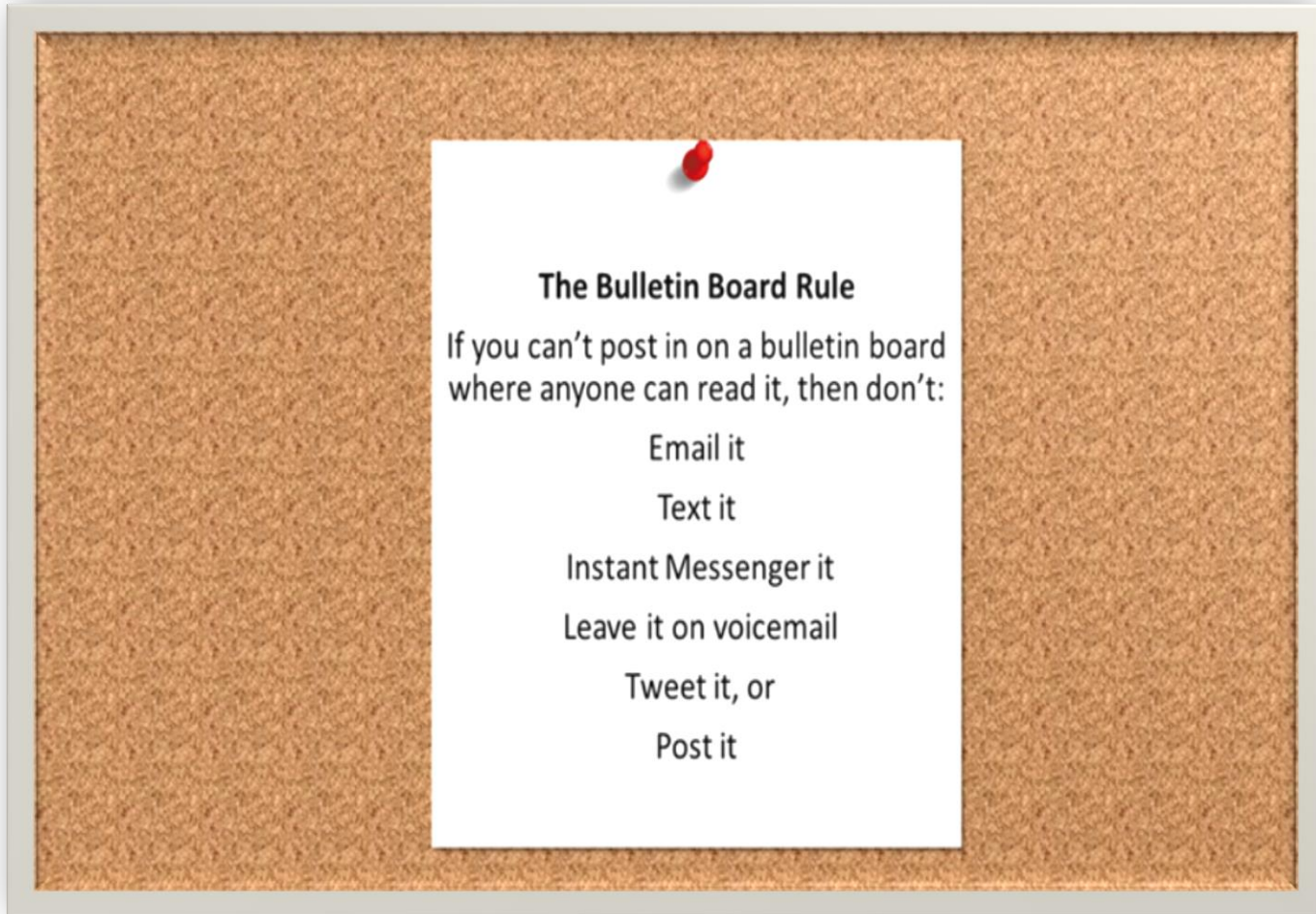


Avoid

- Smileys: 😊
- Text speak: “ttyl”
- ALL CAPS: denotes SHOUTING
- Poorly chose words
- Highlighting a negative
- A preset message: “Please excuse any mistakes in this message”
- SPAM
- Jumping the Chain of Command
- Poor grammar or spelling
- Sarcasm, jokes, or humor
- Vulgar or profane language
- Inappropriate forwards or links: political, religious, YouTube, or other controversial items
- Personal Information: yours or anyone else’s



The Bulletin Board Rule of Professionalism






Responding

- DO:
 - Always respond to a real email message
 - Respond within 48 hours (excluding weekends and observed holidays)
 - Read and trash files daily
 - Keep a record of important emails
 - Let people know if you only check email once a week
 - Always acknowledge the sender with a reply: "roger", "thanks", "done", etc.
 - If email contains official taskings, recipient(s) must reply acknowledging receipt (e.g., "Thanks—understand what to do")
 - Use the Auto-Reply (Out of Office) feature when you're absent



Responding

- DO NOT: 
 - Respond rapidly if you're upset
 - Let the email simmer overnight
 - Re-read when you're calmed down
 - Decide whether to edit or delete
 - Use “Reply to All” in most situations
 - Forward emails unless necessary for others to do their job



Check on Learning

- Name the faux pas in the email:

From: Joe.Cadet@cadet.org

To: allcadets@myschool

Cc:

Bcc

Subj: Cool Stuff

PEEPS,

PLZ TAKE A LOOK AT THIS EMAIL. I KNOW U WILL LUV IT! IT HAS 20 EXAMPLES OF WHAT NOT TO DO IN AN EMAIL. ☹ LOT OF PEOPLE MAKE THESE MISTAKES. WHEN UR FINISHED WITH IT PASS IT ALONG TO 20 OTHER PEOPLE. BUT PLEASE DON'T PASS IT TO CADET MARTINEZ-HE'S SUCH A PAIN.

OH, I ALMOST FORGOT! CHECK OUT THIS LINK: WWW.CELEBRITYSCOOP.COM LOL!

L\$TR

JOE CADET



TELEPHONE COURTESIES

B11. List rules of etiquette for telephone use. Identify “Do”s and “Don’t”s for a teleconference.



Placing a Call

- Let the phone ring at least six times
- Identify yourself first, who you represent second, and then who you would like to talk to last
 - *“Hi, my name is Cadet Snuffy, I’m calling from King High School, and I would like to speak to Cadet Jones”*
- Don’t assume people you talk with know you by voice
- When calling a private residence to respond to an R.S.V.P., call between 9:00 a.m. and 6:00 p.m.
- If you dial a wrong number, simply say, “I’m very sorry to have disturbed you,” hang up, ensure you have the correct number, and then try again (It is inexcusably rude to hang up without an apology)
- When leaving a voice mail, clearly state your name and your phone number



Receiving a Call

- When answering a call, say, “Hello, this is [insert your name here]”
 - *“Hello, this is Vanessa”*
- When answering a call for someone else, say, “May I ask who is calling?” This sounds better than “Who is this?”



Telephone Conferences

- Use a landline if possible
 - Cell phones can have bad connections that overpower the audio
- Call from somewhere quiet (avoid cars, airports, outside, etc.)
- Call in a few minutes early
- Introduce yourself with name, rank, and position when you first call in
 - If you must leave the call early, let the leader know when you first check in
- Announce yourself every time you speak
- Take notes
- Put your phone on MUTE immediately after checking in
- Remain on MUTE until it's your turn to speak
- When finished speaking place phone on MUTE again
- If you get disconnected, call back in immediately, but don't re-announce your presence if the meeting is still in progress
- Never put phone on HOLD (It may play music over the conference line, disturbing the call)
- When phone is off MUTE, do not type on a keyboard (Phones amplify those "clicks" and disturb everyone else)
- Don't use your speakerphone unless absolutely necessary because it increases noise and makes it harder to hear--especially on Voice Over Internet Protocol (VoIP) phones



General Tips

- Be polite. This applies to any conversation.
- Speak slowly and clearly.
- Do not eat, drink, or chew gum.
- Do not sneeze or cough into the receiver. Turn your head or excuse yourself.
- Do not carry on a conversation with someone in the room while talking on the phone.
- Call back immediately if you get disconnected and you placed the call.



Check on Learning

- True or False: If you dial a wrong number, don't say anything and hang up immediately
- True or False: When calling to R.S.V.P., call between 9:00 a.m. and 6:00 p.m.
- What should you do every time you speak during a teleconference?
- Name three MUTE courtesies during a teleconference



CELLULAR PHONE COURTESIES

B12. List rules of etiquette for cell phone use.



Cell Phone Speak

Use your cell phone thoughtfully

- Be in control of your phone, don't let it control you
 - It doesn't have to be on all the time
 - You don't always have to answer it immediately
- Speak softly
- Be courteous to those you are with
 - Turn off your phone if it will interrupt a conversation or activity
- Watch your language, especially when others can overhear you
- Avoid talking about personal or confidential topics in a public place
- If it must be on and it could bother others, use the silent ring mode and move away to talk
- Don't make calls in a library, theater, church, or from your table in a restaurant
- Don't text during class or a meeting at your job
- Private info can be forwarded, so don't text it
- NEVER drive and use your phone at the same time



Texting Courtesies

- Be aware—not everyone has unlimited texting as part of their service plan
- Keep your message brief. If it runs on and on, make a phone call instead
- Be careful when choosing a recipient from your phone book; a slip of the finger could send the text to a wrong recipient
- When you text someone who doesn't have your number, start by stating who you are: "Hi, it's Kate (from Cadet Corps class)"
- Respond to a text by texting back or with a phone call
- If you receive a text by mistake, respond to the sender with "Sorry, wrong number"
- Think of texting as a conversation: If you would respond in the conversation, then respond in the text
- A short "TNX" to acknowledge that the message was received is a simple way to end the conversation
- Don't text (or email) to inform someone of sad news or to end a relationship
- Don't text at the movies, a play, or a concert—the screen light is distracting to others.
- Don't text anything confidential, private, or potentially embarrassing
- Don't be upset if your text doesn't get an immediate response—you can't know for sure when the recipient will read the message
- Don't text when you're talking with someone else
- If you are with someone who won't stop texting during your conversation, feel free to excuse yourself until they have concluded their messaging
- NEVER text and drive



Text Speak

- RGR – Roger
- WILCO – Will comply
- ACK – Acknowledged
- ALCON – All concerned
- COA – Course of action
- ETA – Estimated time of arrival
- IAW – In accordance with
- POC – Point of contact
- UFN – Until further notice
- AWOL – Absent without leave
- CO – Commanding Officer
- CACC - California Cadet Corps
- CMDT – Commandant
- XO – Executive Officer
- IMHO – In my humble opinion
- TTYL – Talk to you later
- IDK – I don't know
- BTW – By the way
- LOL – Laugh out loud
- CYA – See ya
- BRB – Be right back
- J/K – Just kidding
- OIC – Oh I see
- THX/TNX – Thanks
- L8R – Later
- BFF – Best friends forever
- ILY – I love you
- B/C – Because



Check on Learning

What are the problems?





MEETING COURTESIES

B13. Summarize productive behaviors (etiquette) for official meetings.



CALIFORNIA
CADET CORPS

Official Meeting Behavior

- Arrive on time and be prepared
- Dress appropriately
- Silence cell phones and other noise-making devices
- Stay alert and interested
- Listen before you speak
- Resist the temptation to monopolize the proceedings
- Be courteous and show respect for others
- Thank guest speakers for their time and effort
- Ask for clarification of any unclear point
- Note discussions and issues to share with absentee members
- Work toward unity, not division
- Attack problems, not people, during debate
- Indulge in debate only during the proper time, keep remarks germane to the topic, and refrain from personal or insulting comments
 - Avoid expressing negative emotion during debate
- Do not interrupt others
- Refrain from excessive movement and loud whispering or talking



Check on Learning

- Name at least five things which exhibit proper behavior during a meeting
- Name three things which exhibit poor behavior during a meeting



Conclusion

- B1. Job Interview Courtesies
- B2. Making Introductions
- B3. Formal Introductions
- B4. Informal Introductions
- B5. Shaking Hands
- B6. Dining Courtesies
- B7. Table Talk
- B8. Invitations and RSVP
- B9. Thank You Notes
- B10. Email Courtesies
- B11. Telephone Courtesies
- B12. Cellular Phone Courtesies
- B13. Meeting Courtesies