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In a previous issue of the MEAP Quarterly (Fall, 2016) we discussed information from the Bureau of Labor Statistics that reported we spend more time @ work than doing anything else, including sleeping! Our take away from that rather surprising statistic was that we might want to consider cultivating and improving our work relationships since we spend so much of our time with our co-workers...

So, with that in mind we plan to use this issue to address the timely subjects of being civil and getting along with others. Some of the old fashioned ideals and some of the basics we all learned in kindergarten and grade school still apply. The "Golden Rule" is still relevant .

Many people pay attention to these ideals and basics most or all of the time, but a refresher course validates our good behavior and provides all of us with some great ideas to put into our daily practice at work, with our friends and loved ones and even in our encounters with strangers we meet. It is always a good choice to "take the high road" in our interactions with others. To rise above negativity allows us to demonstrate the power of positivity. We all win when our response is positive and models appropriate and respectful behavior.

A smile is the shortest distance between two people ...

"Incivility at Work is on the Rise" by Rex Huppke (Chicago Tribune)

...Russell Johnson, an associate professor of management at the Eli Broad College of Business at Michigan State University, is co-author of a research paper on incivility published in the (2016) June edition of the Journal of Applied Psychology. The paper explains the subtlety of incivility, noting that it "does not involve openly hostile behavior, threats, or sabotage. As such, incivility is more benign and does not warrant the same legal attention or formal sanctions as other forms of mistreatment. Yet, it is a relatively frequent, low-intensity negative behavior that has a substantial impact on employees."

It could be as simple as a sarcastic reply to a co-worker's comment during a meeting. Or a rude sentence in a poorly thought out email. Johnson believes our increasing dependence on email contributes to the rise in incivility. "I think our communication is less direct," he said in an interview. "A lot of our communication is done over phone or email. It's hard to understand the intent of an email without any additional language or social or facial cues to go along with it. That creates more ambiguity. And it makes it easier to be uncivil when you're not face-to-face with someone."

Link to full article <http://www.chicagotribune.com/business/careers/ijustworkhere/ct-huppke-work-advice-0814-biz-20160812-column.html>

We all have experienced some level of misunderstanding when it comes to email communication. In our personal communication it is not as serious, but with business email communication, clarity is very important. The Do's and Don'ts below are good reminders for keeping our business email communication clear, courteous, timely, focused and respectful of our recipient's time and sensibilities.

The Do's and Don'ts of Email Etiquette by Jacqueline Whitmore

When the use of email became common in the early 90s, the business world changed. Email now takes up a significant portion of our workday. According to a study by the International Data Corporation (IDC) workers spend 28 percent of their workweek reading and answering email.

While we try to work faster and more efficiently, we must not forget the social rules that accompany any form of communication. Here are some of the dos and don'ts of email etiquette.

- **Do have a clear subject line.** Most of us have to compete with the hundreds of emails clogging our inbox every day, so the clearer your subject line, the more likely your message will be read. For example, if you're sending a proposal to someone, be specific and write, "The Fitch Proposal Is Attached."
- **Don't forget your signature.** Every email should include a signature that tells the recipient who you are and how to contact you. Set it up to automatically appear at the end of each email. Include all of your contact details so the recipient doesn't have to look up your address, email or phone number.
- **Do use a professional salutation.** For informal emails Hello or Hi is fine. To be more formal, use "Dear (insert name)." Using the person's name in the salutation -- "Hello Robert" -- is quite appropriate, but remember not to shorten a person's name unless you're given permission to do so.
- **Do reply to all emails.** Give a timely and polite reply to each legitimate email addressed to you. Even if you do not have an answer at the moment, take a second to write a response letting the sender know you received their email. Inform the sender if their email was sent to the wrong recipient, too.
- **Do proofread your message.** Don't be surprised if you're judged by the way you compose an email. For example, if your email is littered with misspelled words and grammatical errors, you may be perceived as sloppy, careless, or even uneducated. Check your spelling, grammar and message before hitting "send."
- **Don't use humor.** Humor does not translate well via email. What you think is funny has a good chance of being misinterpreted by the other party, or taken as sarcasm, without the accompanying vocal tone and facial expressions. When in doubt, leave humor out of business communications.

For more click the link below

<https://www.entrepreneur.com/article/272780>

WHAT IS A RAKTIVIST?

'RAKtivist' is short for 'Random Acts of Kindness activist'. Think of RAKtivists as kindness ambassadors—like all ambassadors, they're a part of an active, global community. RAKtivists are everywhere. The student who stops to hold the door open for a teacher with her hands full? That person is a RAKtivist. The commuter who offers their bus seat to an elderly passenger? That person is a RAKtivist too. The parking attendant who leaves a note on someone's car, complimenting their parking skills? You guessed it: RAKtivist. Anyone who believes kindness can change the world, who reminds everyone around them how much love there is in the world, who inspires hope and generosity with their actions as much as their words—they're a RAKtivist.

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Let Us Be Your
First Call...



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aarcinfo.org
Then, click on the
MEAP page

We have collected some of the ideas put forth in Robert Fulghum's book "All I really need to know I learned in Kindergarten" (1986) and here are some of the basics ...

- Share everything
- Play fair
- Don't hit people
- Put things back where you found them
- Don't take things that aren't yours
- Say you're sorry when you hurt somebody
- Live a balanced life
- Learn some and think some
- Draw and paint and sing and dance and play and work everyday some
- When you go out in the world watch out for traffic, hold hands and stick together
- Be aware of wonder

While this isn't the complete list from the book it does demonstrate some simple ideas for getting along well with others at home, school and our work worlds.

More on "Random Acts of Kindness" and "Paying it Forward"

Taken from 50 Easy Pay it Forward Day Kindness Ideas:

1. Pay it Backward: buy coffee for the person behind you in line.
2. Compliment the first three people you talk to today.
3. Send a positive text message to five different people right now.
4. Post inspirational sticky notes around your neighborhood, office, school, etc.
5. Tell someone they dropped a dollar (even though they didn't). Then give them a dollar.
6. Donate old towels or blankets to an animal shelter.
7. Say hi to the person next to you on the elevator.
8. Surprise a neighbor with freshly baked cookies or treats!
9. Let someone go in front of you in line who only has a few items.
10. Leave a gas gift card at a gas pump.
11. Throw a party to celebrate someone just for being who they are, which is awesome.
12. Have a LinkedIn account? Write a recommendation for coworker or connection.
13. Leave quarters at the laundromat.
14. Encounter someone in customer service who is especially kind? Take an extra five minutes to tell their manager.
15. Leave unused coupons next to corresponding products in the grocery store.

For the remaining 35 ideas and to learn more, click on the link

<https://www.randomactsofkindness.org>