

UPCOMING SUCCESS SERIES WEBINARS:

JANUARY 19: **Managing Difficult Discussions** - Whether the other person is a coworker, an employee who reports to you, or a manager you report to, it's never easy to address challenging topics. In this webinar we'll share techniques, wording, and even emotional intelligence practices that will make those discussions more constructive.

FEBRUARY 16: **Update Your Writing Skills** - With email, memos, and letters, chances are you connect more often in writing than you do face-to-face. How well does your writing represent you and your agency? Does it follow the ABCs of accuracy, brevity, and clarity? This session will refresh some of those skills we've forgotten since our classroom days and will even update you on grammar rules that have changed in the last few years.

MARCH 16: **Dealing with Irate Customers** - It's going to happen. No matter how wonderful you are, you're going to have unhappy customers. How do you handle it when those customers "blow up"? What phrases help? What words make things even worse? Let's share our best ideas to get through these situations with grace, style, and an absence of curse words.

APRIL 20: **Get Your MOJO Back!** - It's time to remember the things that motivate you and bring them back into your everyday life. What's your passion? What are you good at? What do you want to be when you grow up? We'll ask some of those questions and help you find ways to bring that excitement into your workplace.

RESOURCES:

- WashingtonPost.com
- BusinessNewsDaily.com
- BizJournals.com



The Commandments of CUBICLES



We can make our cubicles happier places by simply taking the time to communicate with others about their likes and dislikes.

We can take that concept even further by creating our own guidelines to ensure a positive environment for our cubicle neighbors who aren't comfortable telling us when our actions are distracting.

This handout from our *Commandments of Cubicles Webinar* includes some of the ideas presented during the program. To watch the webinar and other CPTP Webinars, visit the *CPTP Channel* on YouTube.

For handouts from previous webinars and information on upcoming sessions, visit the CPTP page and click on *Success Series Webinars*.

SOUNDS	PRIVACY	MORE PRIVACY	SIGHTS AND SMELLS	COMMUNICATION
<ul style="list-style-type: none"> • Make sure your cell phone is set on “silent,” or at least set to a low volume ring tone that won’t disturb others. • Avoid loud music. Use headphones and make sure you are not singing or humming out loud. • Speaker phones pick up unintended noises and broadcast beyond the walls of your cubicle, thus interrupting and annoying your co-workers. If you love talking hands-free, use a headset. • Try to answer your phone after one or two rings. • Never leave your cell phone behind in your cube without first turning it off or to vibrate. • Use email or instant messaging to communicate silently with your coworkers. • Use your “indoor voice.” • Don’t yell across the room. Walk over to someone to have a conversation. • Don’t discuss personal or confidential issues at your desk, even on the phone. 	<ul style="list-style-type: none"> • Don’t talk through cube walls or congregate outside someone’s cube. This can affect confidentiality and can be disruptive to others. For impromptu meetings, go to a conference room or break room. • Don’t “take” or “borrow” things from a co-worker’s desk just because the area is open. • If someone is out, don’t hang out at their cubicle reading what’s on their desk. • Don’t peek in as you walk past each cube. • Don’t leave confidential materials out on your desk if you’re stepping away for a meeting. • Never read someone’s computer screen. • Resist commenting or answering a question you overheard asked in the cube next to you. • Post a sign or flag at your cube entrance to signal when you can and can’t be interrupted. 	<ul style="list-style-type: none"> • Be respectful. Knock (on their cubicle wall) and ask first if your neighbor has time before you start talking. Even when they don’t look busy, they could be focused on a task at hand. An interruption could set them back in their work. • Behave as though cubicles have doors. Do not enter before you have eye contact “permission” from the occupant. • Avoid trying to talk to someone who is on the phone or sending an e-mail. By waving your hands, using sign language, or talking louder, you are interrupting them. Come back at another time. • Set “appointments” instead of just dropping in. • Don’t peer over the top of your cubicle wall (called prairie-dogging) to see what the next person is doing. 	<ul style="list-style-type: none"> • Don’t leave “old food” in your space or bring in food with really strong odors. • Try to eat in a break area. Eating at the desk is one area that can upset co-workers — not only the smells, but all the sounds people make when chewing ice, gum or crunchy foods. • Avoid wearing strong perfume or cologne. Even though they smell nice, they can have a bad effect on those with allergies. • Watch out for offensive pictures and posters. • Do not decorate the outside walls, which are in the public space, unless your agency has provisions for that. • Check out your agency’s policy and use common sense so that your workspace is not a place that others might find objectionable. 	<ul style="list-style-type: none"> • Communicate. Communicate. Communicate. Survey your neighbors to find out what they like and don’t like and be willing to discuss and compromise. • Work out an arrangement with your neighbors to take lunch breaks at different times. This will give each of you some quiet time in your cube. • Keep your cubicle clean, neat and organized — it sends a message about your professional brand. • As the leader of your department or team, do not be afraid to set rules and stop excessive chatter. • BusinessNewsDaily notes that: Unlike open offices, cubicle-style layouts can sometimes make workers feel isolated. They suggested occasional “bonding” events to get people out of their cubes and into a collaborative environment.

