

Technology & Etiquette

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Agenda

- WIFM – What's In It For Me?
- Technology use by generation
- Multitasking – an art or a myth?
- Practical applications of technology & etiquette

WIFM –Benefits of Applying Etiquette to Technology

- Safer
 - Multitasking can kill you.
- Smarter
 - How smart is it to study for an exam while listening to music while watching tv while texting?
- Considerate/Refined
 - What does your image say about you? It says something, but what?

Technology Preferences by Generation

- Baby Boomers (born 1946-1964)
 - Face-to-face or telephone communications
 - Regular e-mail use
- Gen X'ers (born 1965-1979)
 - Cell phones, e-mail, & some instant messaging
- Net Generation (born 1980-1989)
 - Most technologies plus social networks like Facebook, instant messages, Skype, & texting
- iGeneration (born 1990s and beyond)
 - iPhone, iPod, Wii, iTunes, tweeting, texting (up to 3,339 texts a month or 6 messages every hour)
 - Make multitasking look like an art

Multitasking: It's a Myth...NOT an Art

- *Multitasking* – Engaging in two or more activities at once
- The multitasking trend is growing!
 - Top 25% of students at Stanford University used at least 4 technologies simultaneously
 - When they are writing a paper, they are also Facebooking, listening to music, texting, Twittering, etc.
 - Top 25% of tween girls used at least 3 technologies simultaneously
 - “Multitaskers are a mental wreck!” (the danger is that they don't think they are).

Multitasking Research Suggests...

- Multitasking:
 - Harms our work and/or academic performance
 - Chronic multitasking deteriorates our cognitive performance
 - Reading comprehension lower
 - Memory tasks lower
 - Creativity compromised
 - Lose ability to focus
 - Can be potentially life-threatening
 - Distracted pilots and drivers



Google Glass

Multitasking Campus Clothing?

- Wear the hoodie buddy while simultaneously:
 - Bicycling...driving...running
 - Texting
- Safety first?



Why do we multitask?

- We think we can!
 - A sign of cognitive deterioration?
- Entertainment value: emotional appeal
- Habit
- Addictive
- Self-absorption/privacy vs. awareness of our surroundings

The Myth of Multitasking

- [Video Reinforcement](#)

Technology & Rudeness

- *Rude* – “discourteous” and “lacking refinement or delicacy”
- 70% of adults said Americans are more rude than 20 or 30 years ago
 - *Stress*
 - *Poor tv role modeling*
 - *New technology*

Etiquette Matters...

- Improves your relationships
- Increases your likeability
- Improves your self-confidence
- Enhances employability factors including retention & promotion
- Lowers your stress
- Contributes to the good of society

Rules to Remember: Technology Tact

- Get real –
 - A real person *always* takes precedent over a device and deserves your full attention.
- Be aware of your surroundings –
 - Don't have a cell phone conversation in any place where people can't leave, e.g. elevators, grounded airplanes, bathroom stalls, meetings.

Rules to Remember: Technology Tact

- Be transparent --
 - Don't hide behind the anonymity of social media. Identify yourself in every post. You'll be less likely to insult, hurt or annoy someone.
- Avoid email distractions --
 - Use one focused email patch (as opposed to answering emails as they pop up)
 - Spend no more than 20 minutes responding to email in one setting to improve brain function

More Technology Tact "Best Practices"...

- Try monotasking
 - Go back to doing one task at a time.
- Use technology...don't let it use you.
- During meals have conversations with real people
 - Have a "technology free zone" policy during meals
 - Watch your relationships improve

Summary

- Benefits of applying etiquette to technology
 - Safer
 - Smarter
 - Considerate/Refined
- iGeneration biggest multitaskers
- Multitasking can kill you.
- Use technology tactfully
 - Real people *always* take precedence over devices

Recommended Resources

- The Myth of Multitasking, National Public Radio
 - Clifford Nass, author of *The Man Who Lied to His Laptop* and a psychology professor at Stanford University
 - <http://www.npr.org/2013/05/10/182861382/the-myth-of-multitasking>