

# Cell & Smart Phone Etiquette

Cell phones were invented by Motorola in 1973 with the DynaTAC (30 minutes talk time after 10 hour charge). In the 1990s, cell phone use began to increase with second generation (2G) invention of the IBM Simon. Good coverage was not possible until the third generation (3G) in 2000. The first iPhone was released in 2007. Can you guess which of the following are most comfortable with cell phones at the job?

- **Baby Boomers:** People born 1946 to 1964 (ages 60s to 70s)
- **Generation X:** People born 1965 to 1979 (ages 40s to 50s)
- **Generation Y (Millennials):** People born 1980 to 1996 (ages 30s to 40s)
- **Generation Z (GenZs or iGens):** People born 1997 to present (children to 20s)



The answer is Generation Z! GenZs (those in high school) are known to have the best high-tech skills. GenZs are said to be more entrepreneurial (may start their own businesses), more realistic (concentrate on real rather than dream), better prepared, global, and social. There are two billion GenZs who are creating the high-tech future.

A recent study explained that **age** affects the way people feel about cell phone etiquette (rules about the correct and respectful use of cell phone) in group settings, such as at a job. The older generation thinks cell phone use is **WRONG** during business meetings to read email/texts (76%), send texts (79%), browse web (81%), or talk on phone (90%). Only 54% of the GenZs say these behaviors are inappropriate (wrong).

Here is a comment from a Generation X manager, Mr. Green: We did not grow up in the work world with a cell phone. It's all new. During a meeting, I see that cell phone users are **distracted** (not paying attention to meeting), and are **not relating** (not listening to each other). When I talked to a young workers, he searched 5 things on his phone during our one-minute conversation! He was looking more at his cell phone than at me, the manager. I felt the young worker is disrespectful to me!

Cell phone etiquette in the work world is confusing — both to older generations (supervisors/managers) and to younger workers. Employers are clearing confusion by creating new cell phone "policies" (rules for doing things) for all age workers. A company's new cell phone policy must: **1) Comply with laws** about cell phone use (especially while driving). **2) Be reasonable** since employees may work long hours and need to call family members. **3) Be safe** to cover camera phone use that is a high risk to worker privacy, trade secrets, and customer information that can easily be captured with a camera phone. **4) Be enforced** so that workers understand punishment of violations. **5) Include both** — company cell phones as well as personal cell phones. **6) Be read and signed** by workers so all understand.

Why wait for your job to require rules for cell phone use? Create your own work world cell phone rules to shows others that you are an — a) outstanding worker, b) who can be trusted to act correctly and respectfully. Follow these tips for your own work world cell phone rules:

**Tip #1 Keep cell phone off**, on silent (or at least vibrate) at work.

**Tip #2 Only answer extremely important calls or texts.** Let calls go to voicemail. Turn off any ping or noise when you receive a text or voicemail.



- Tip #3** If you need to take a call, find a quiet, private place to do so. Do not talk about personal or business information in public places such as in the lunch room, office, or bathroom stall.
- Tip #4.** Texting is better than talking, but keep your texting to a minimum — 30 seconds maximum. Use good judgement to decide if short texts are ok at your job. What are the good workers doing? If in doubt, ask your supervisor to explain the rules to you.
- Tip #5** Do not take your cell phone to a meeting (or turn it OFF and do not look at it). No reading texts under the table. You will damage your chance for raises and promotions by forgetting this tip. During a meeting: 1) listen, 2) look speaker in the eyes, and 3) talk!  
Prove that you are 100% focused on your job, coworkers, and supervisor.
- Tip #6** Do not look at or update social media pages while at work.
- Tip #7** When talking to someone, NEVER look at your phone or send a text. Give that person all your respectful attention. Listen, look person in the eyes, and talk.



A study about the relationship between cell phone use on college campus and grade point average was released by Kent State University professors. The study found that **more cell phone use was related to lower GPA**. The research said that college students need to be warned that frequent cell phone use has academic risks. Bad cell phone habits create **lazy student behavior and prevents learning**. Students from the same college with the same age, same sex, and same high school GPA were compared. It was found that the students who uses the cell phone most will have a lower GPA than the student who uses the cell phone less. This is because a cell phone creates temptation to surf the internet, check social media, play video games, contact friends, explore new applications, or other activities when students should be FOCUSED on the teacher's lecture, class discussion, study, and homework.

### QUICK CHECK:

- When were cell phones invented?
  - How much talk time for how much charge?
  - Who invented the 2G cell phone?
  - When did 3G happen?
  - When was first iPhone released?
- In which generation do the these supervisors belong: a) Age 39. b) Age 72. c) Age 58.
- To which generation do you belong?
- Which generation has the best high tech skills?
- GenZs are said to be what 5 things?
- What affects the way people feel about cell phone etiquette?
  - Define "etiquette."
- What 4 cell phone activities does the older generation think is wrong during meetings?
- How did Mr. Green define:
  - distracted?
  - not relating?
- How did Mr. Green feel after his one-minute conversation with a young worker?
- How are employers clearing confusion?
- List 6 things that cell phone policies must do.
- What 2 things does it show others when you create your own cell phone rules?
- How should you keep your phone at work?
  - Where should you let calls go?
  - What do you turn off?
  - Where do you go to take a call?
  - In what 3 places should you not talk about personal or business information?
  - How long should your texts last?
  - Who may you ask about texting at work?
  - Do not take your cell phone where?
  - List 3 things to do during a meeting.
  - What should you prove at a meeting?
  - When talking to someone, NEVER do what?
- What did the Kent University study find?
  - What 2 things do bad phone habits create?
  - What 5 things do cell phones create a temptation to do?
  - On what 4 things do should students be FOCUSED?
- List 5 cell phone rules you will keep at work.