

## Mobile Manners (Cell Phone Etiquette)

### Course

*Principles of Health Science*

### Unit VI

*Personal Qualities of a Health Care Worker*

### Course

*Health Science*

### Unit II

*Communication*

### Essential Question

*Are technology and manners compatible?*

### TEKS

*130.202(c)2(A), 2(B)*

*130.204(c)2(C)*

### Prior Student Learning

*None*

### Estimated time

*1 hour*

### Rationale

Technological advances are occurring at a fast pace. What was “high tech” yesterday is “old school” today. As these technological advances are happening it is sometimes difficult to discern what the appropriate and acceptable use of a new device is. Establishing simple rules of etiquette for the use of electronic devices, such as cell phones, is essential in maintaining a civilized and polite society.

### Objectives

Upon completion of this lesson, the student will be able to:

- Define etiquette
- List seven rules for appropriate cell phone use
- Increase awareness of acceptable cell phone use

### Engage

Ask students to name the people in their immediate family that have a cell phone. Add up the numbers as each student responds. Ask them to imagine all the people they just named being in the classroom and all talking on their phone at once. It would be chaos.

### Key Points

- I. Cell phone usage is increasing dramatically
  - a. Cell phone usage has been soaring for the past 15 years
    - i. 1991: 7.6 million cell phone subscribers in the US
    - ii. 2001: 120 million cell phone subscribers in the US
    - iii. 2009: 308 million cell phone subscribers in US
  - b. 89% of the US population uses cell phones
- II. Uses
  - a. Business
    - i. Stay connected with the office or work while traveling.
    - ii. Gives us the freedom to work somewhere other than our place of business
    - iii. Conference calls
  - b. Emergencies
    - i. Drivers using cell phones place 139,000 emergency calls each day.
    - ii. Emergency response times have been reduced due to cell phone usage (helps to save lives).
    - iii. Alert authorities about road hazards, traffic, and problem drivers.
    - iv. Personal security – you can quickly call for help
  - c. Portable answering machine

- i. Callers can leave a message on voice mail.
    - ii. Callers can leave a text message.
    - iii. The receiver can retrieve messages at their convenience.
  - d. Internet links
    - i. Surf the web.
    - ii. Send and retrieve email.
  - e. Music
    - i. Stores favorite songs.
    - ii. Easy access to music
  - f. Camera
    - i. This is a fun and sometimes useful feature.
    - ii. Use discretion when taking photos.
    - iii. Potentially compromising situations
    - iv. Most of us are not interested in finding embarrassing pictures of ourselves on the internet.
  - g. Social
    - i. Helps us develop relationships through conversation
    - ii. Share news and keep informed.

### III. Hazards

- a. 3% of drivers are talking on hand-held cell phones at any given time
  - i. While driving, using hands-free phones is also dangerous.
  - ii. No difference in accident statistics between drivers using hand-held vs. hand-free cell phone devices
    - It is a distraction.
    - Causes slower reaction times
- b. Drivers using phones are four times as likely to get into crashes serious enough to cause injury.
  - i. Male and female drivers experienced about the same increase in risk from using a phone.
  - ii. 89% of the crashes where cell phones were in use involved additional vehicles.
  - iii. Many states have passed laws governing cell phone use while driving.
- c. Studies are being done to determine potential health hazards associated with the use of cell phones.
- d. Accidents nonrelated to driving
  - i. Watch where you are going.
    - Tripping and falling
    - Walking into objects or other people
  - ii. Stay alert.
    - Not paying attention to your surroundings can put you at risk of being mugged or worse.
    - Watch what others are doing.

- IV. Technological change leads to social change
- a. New technologies are often first adopted by younger segments of a society.
  - b. Rapid adoption of cell phone usage by all generations is reshaping the entire communication landscape.
  - c. Connected 24/7/365
  - d. Has extended the work day
  - e. Cell phone “jammers” have been developed due to new cell phone technology.

V. Etiquette

- a. A set of rules we all agree to follow in order to be considerate toward others
- b. It is a question of awareness of how your actions affect others.
- c. Simple guidelines of common courtesy
- d. Contribute to a more polite society
- e. Just a matter of being considerate of others
- f. With so many cell phone users, it is necessary to have a few guidelines regarding cell phone use.

VI. The Simple Rules

- a. **Modulate your voice.**
  - i. Use your “inside voice”: a quiet conversational tone.
  - ii. There is no need to shout into or at a phone.
  - iii. Cell phones have sensitive microphones that can pick up a very soft voice while blocking out ambient noise.
- b. **10-foot Proximity Rule**
  - i. Maintain a distance of at least 10 feet from the nearest person when taking on a cell phone.
  - ii. Don’t force others to overhear your personal business.
    - Bystanders can hear the steady streams of shocking and confidential revelations that are blurted out by cell phone users.
    - Private issues should be kept private.
    - Forcing others to hear your phone conversations is an intrusion on their thoughts.
    - Imposes, infringes, intrudes
  - iii. Keep your conversation private.
- c. **Love the One You’re With.**
  - i. Avoid taking calls when you’re already engaged in a face-to-face conversation.
    - Gives the impression that you do not value the person in front of you
  - ii. It is inconsiderate to take a call in the middle of a conversation.
  - iii. Never take a personal call during a business meeting.

- This includes interviews and meetings with co-workers or subordinates
- iv. If you must take a call, ask permission of the people with you.
- v. The same principle applies when you are ordering food.
  - Give the waiter your attention.
  - Don't just point to a menu item and shake your head.
- vi. The same set of rules for texting during face-to-face conversations – it is rude
- vii. Ear plugs
  - Many are near invisible
  - People cannot tell if you are talking to them, someone on the cell, or your invisible friend
- d. **Keep it Short.**
  - i. Keep public conversations brief.
  - ii. You can get back to the caller when you're not in a public place.
- e. **Lights Out, Phones Off**
  - i. Put your phone's ringer on "silent" in theaters, courtrooms, places of worship, and restaurants.
  - ii. Don't light up your phone's screen in a dark theater.
  - iii. If you forget to turn your phone off or set it to silent, don't answer it if it rings – turn it off immediately.
    - You can leave the room and return the call.
    - Just let the caller leave you a message, and get back to them later.
  - iv. No Talking Zones
    - Elevators, libraries, museums, restaurants, cemeteries, theaters, medical offices, and enclosed public spaces
- f. **Avoid annoying ring tones.**
  - i. Not everyone appreciates hearing your favorite song or obnoxious ringtones when your phone signals that you have a call.
  - ii. Programming your phone so that a caller will hear a music selection instead of a simple ring tone can be a source of aggravation to the caller.
  - iii. Keep it simple.
- g. **Hang up and drive.**
  - i. Multitasking isn't always a good thing.
  - ii. Most calls can wait until you've reached your destination.
  - iii. if the call is upsetting, it will affect your ability to drive safely.

VII. Technology and manners are compatible.

- a. Inform your friends that you have adopted "Mobile Manners."

- b. Encourage them to do the same.

**Activity**

Students will divide into groups of 3 to 4, and develop a skit that would demonstrate both inappropriate and appropriate cell phone usage. They will perform their skits for the class.

**Assessment**

Written quiz.

**Materials**

[http://www.cdc.gov/excite/disease\\_detectives/national/cell\\_phoneQ2.htm](http://www.cdc.gov/excite/disease_detectives/national/cell_phoneQ2.htm)

**Accommodations for Learning Differences**

For reinforcement, the student will write the 7 rules of cell phone use on index cards (flash cards). Students will pair off and quiz each other using the flash cards.

For enrichment the students may research the effects of cultural influences on cell phone usage.

**National and State Education Standards**

National Healthcare Foundation Standards and Accountability Criteria

2.11 Interpret verbal and nonverbal communication

2.12 Recognize barriers to communication.

2.14 Recognize the elements of communication using a sender-receiver model.

2.15 Apply speaking and active listening skills.

11.21 Communicate using technology to access and distribute data and other information.

**TEKS**

130.202(c) 2 (A) identify components of effective and non-effective communication;

130.202(c) 2 (B) demonstrate effective communication skills for responding to the needs of individuals in a diverse society;

130.204(c) 2 (C) apply electronic communication with appropriate supervision.

**Texas College and Career Readiness Standards**

English/Language Arts Standards:

III. Speaking B. Develop effective speaking styles for both group and one-on-one situations.

1. Participate actively and effectively in one-on-one oral communication

situations.

2. Participate actively and effectively in group discussions.

IV. Listening B. Listen effectively and respond appropriately to presentations.

1. Listen critically and respond appropriately to presentations.

2. Listen actively and effectively in one-on-one communication situations.

## Mobile Manners (Cell Phone Etiquette) Quiz

Circle the best answer.

1. What percentage of the United States' population are cell phone users?
  - a. 59%
  - b. 69%
  - c. 79%
  - d. 89%
2. Emergency response times have been reduced due to cell phone usage.
  - a. True
  - b. False
3. When using a cell phone you should:
  - a. speak more loudly than usually.
  - b. use a quiet conversational tone.
  - c. hold the phone as close to your mouth as you can.
  - d. use a whispered voice.
4. Drivers using cell phones are:
  - a. Four times more likely to get into injury-causing crashes.
  - b. Eight times more likely to get into injury-causing crashes.
  - c. Ten times more likely to get into injury-causing crashes.
  - d. Twenty times more likely to get into injury-causing crashes.
5. There is no difference in accident statistics between drivers using hand-held vs. hands-free cell phone devices.
  - a. True
  - b. False
6. Etiquette is:
  - a. a set of rules we all agree to follow in order to be considerate of others.
  - b. simple guidelines of common courtesy.
  - c. contribute to a more polite society.
  - d. all of the above.
7. The term "24/7/365" means:
  - a. 24 times a day, 7 months a year, 365 calls a month
  - b. 24 hours, 7 days a week, and 365 days a year (all the time)
  - c. out of 365 calls, 24 are unanswered, thus leading to an average of 7 messages being left.
  - d. an average of 24 letters in a 7 sentence text message and approximately 365 out of every 400 people texting at any given time.

8. Give a brief explanation of each of the cell phone etiquettes listed below.

1. Modulate your voice

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2. 10-foot proximity rule

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3. Love the one you're with

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4. Keep it short

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5. Lights out, phones off

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6. Avoid annoying ring tones

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7. Hang up and drive

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**Answers will vary.**

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