BUSINESS AND WORKPLACE ETIQUETTE

ETIQUETTE- ET·I·QUETTE
[ ÉTTIKƏT ]
RULES OF ACCEPTABLE BEHAVIOR: THE RULES AND CONVENTIONS GOVERNING CORRECT OR POLITE BEHAVIOR IN SOCIETY IN GENERAL OR IN A SPECIFIC SOCIAL OR PROFESSIONAL GROUP OR SITUATION
SYNONYMS: MANNERS, GOOD MANNERS, PROTOCOL, CUSTOM, PROPRIETY, DECORUM, POLITENESS
LEARNING OUTCOMES

- Professional Competency Skills
- How to make Positive Impressions
- Treating People with professional courtesy and respect.
- Communicating – Using technology in a professional manner
- Proper Meeting Protocols
- Workplace Rules
- Dining Etiquette
- Dos and Do Nots
How you present yourself in the business world speaks volumes. People often form first impressions about others within seconds of first meeting them; therefore, it is crucial to ensure you are properly prepared to present yourself as a professional.
BODY LANGUAGE

- Stand Straight
- Make Eye Contact
- Turn towards people when they are speaking
- Genuinely Smile
Follow your office dress code, perhaps dressing a step above the norm for your office.
When meeting someone for the first time, be sure to shake hands palm to palm with a gentle firmness. Or do you......
In medieval times, when two knights crossed paths they would open their hands. Open hands were a sign of peace and proof that they were not armed. If someone **does not want to shake your hand** when you offer. Don’t be offended. Most people will explain that they have a cold, or some other good reason.
ARRIVE EARLY TO WORK, MEETINGS, APPOINTMENTS, ETC…

Others should not have to wait on you unless you have a VERY good reason. Call ahead if you are caught in traffic, etc…You lose credibility, make the organization look bad and loose important customers. Habitual lateness is one of the top ten reasons people get fired!
Learn names and learn them quickly.

Don’t make value judgments on people’s importance in the workplace. Everyone deserves your respect!

Self Assess. Think about how you treat your supervisor(s) peers, and subordinates. Would the differences in the relationships, if seen by others, cast you in an unfavorable light? If so, find where the imbalance exists, and start the process of reworking the relationship dynamics.

What you share with others about your personal life is your choice, but be careful. Things can come back to haunt you.

Respect people’s personal space. This may be very different than your own.
COMMUNICATION
IT’S SOMETIMES NOT WHAT YOU SAY, BUT HOW YOU SAY IT THAT COUNTS!

- **Return phone calls** and emails **within 24 hours** – even if only to say that you will provide requested information at a later date.
- **Ask** before putting someone on speakerphone and let them know that you are putting them on hold.
- **Personalize your voice-mail** – there’s nothing worse than just hearing a phone number or someone’s voice mail and not knowing if you are leaving a message with the correct person. People may not even leave messages.

COMMUNICATION IT’S SOMETIMES NOT WHAT YOU SAY, BUT HOW YOU SAY IT THAT COUNTS!
Emails at work should be grammatically correct and free of spelling errors. They should not be treated like a personal email.

When emailing, **use the subject box**, and make sure it directly relates to what you are writing. This ensures ease in finding it later and a potentially faster response.

Never say in an email anything you wouldn't say to someone’s face.

Underlining, italicizing, bolding, coloring, and changing font size can make a mild email message seem overly strong or aggressive.
Email

Format
- Dear Sir/Madam/Mr. Ms.
- This is with regards...
- clear
- direct
- opening
- body
- closing
- response
- action
- thank you
- contact number
- Sincerely yours/kind regards

Subject line
- grab attention
- give information
- give purpose

Messages
- short paragraphs
- lines under 25 words
- one issue
- punctuation
- avoid all caps
- not one liners
- use word wrap
- fonts

Long Messages
- create summary
- table of contents
- create headings
- response in 1st para

Attachments
- what program
- version
- name of file

Reply
- 24 hours
- reply chain
- not to all
- not to flaming mails
- avoid flaming tone

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www.twitter.com/rajivkumarluv
Just imagine being unable to find an important report and even worse making a client or customer wait until you dig through the clutter to find an important document!
MEETINGS

Adherence to the proper etiquette for a business meeting establishes respect among meeting participants, helps the meeting begin and end on time, and fosters an atmosphere of cooperation. A lack of etiquette and poor planning are two of the main reasons why many business meetings fail, according to business expert Lyndsay Swinton. Teach your employees business meeting etiquette to ensure that your business's meetings are effective.
Arrival
Arrive to the location of the business meeting at least 15 minutes early. This allows you to find a seat and get situated before the meeting starts.

Agenda
The chairperson of the meeting should circulate a meeting agenda to each participant at least one week in advance. Participants should call the chairperson to express any concerns about the agenda at least 48 hours prior to the meeting. The chairperson and concerned participant will then have time to determine if changes need to be made. The agenda should also mention the meeting's start and ending times as well.

Be Prepared
Each participant should come to the meeting with all of the materials and data she will need and an understanding of the meeting topic.
Breaks
Meetings should have a break every two hours. Breaks should be 20 minutes long, and meal breaks should be 30 minutes long.

Attire
The chairperson should indicate what kind of attire is required for the meeting, either business casual or business formal, and participants should follow that rule. A representative listing of the attire would be helpful as participants may have differing views on what business casual and business formal is. For example, when listing the meeting as business formal, you can indicate that a button-down shirt and khaki pants are sufficient.

Speaking
Keep the meeting organized by only speaking when you have the floor. Ask questions during the designated question period, and raise your hand to be recognized by the chairperson as having the floor. Do not interrupt someone while they are speaking or asking a question.

Listen
You may find that many of the questions you have about a topic are answered by the content of the meeting. Listen attentively to the meeting and take notes.
Nervous Habits
Avoid nervous habits such as tapping a pen on the table, making audible noises with your mouth, rustling papers or tapping your feet on the floor.

Cell Phones and Laptops
Turn off your cell phone prior to the start of the meeting. If you are expecting an urgent call, then set your phone to vibrate and excuse yourself from the meeting if the call comes in. Unless laptop computers have been approved for the meeting, turn yours off and lower the screen so that you do not obstruct anyone's view.

Guests
Do not bring unannounced guests to a meeting. If you have someone you would like to bring to a meeting, then contact the chairperson for permission to bring your guest. If permission is not granted, then do not bring
ARRIVE ON TIME.

CALL AHEAD IF YOU KNOW YOU WILL BE LATE.

WAIT 15 MINUTES BEFORE CALLING BACK TO CHECK ON THE ARRIVAL STATUS OF YOUR DINNER PARTNERS.
Do not place any bags, purses, sunglasses, cell phones, or briefcases on the table.

When you are all seated, gently unfold your napkin and place it on your lap, folded in half with the fold towards your waist.

Keep utensils in the same order they appear on the table.

Do not rearrange or accommodate yourself if you are left-handed.

Wait for all parties to arrive before beginning any part of the meal.
Solids on your left
► Forks
► Butter Plate
► Napkin (may also be on your plate).

Liquids on your right
► Glasses/Cups
► Knives
► Spoons

Whether basic or formal place setting, use your utensils from the outside in.
### EATING STYLES
- **Continental or European style**: cutting the food with right hand and using the left hand to hold the food while cutting and when eating.
- **American style**: cutting the food with the right hand and holding the food with the left, then switching hands to eat with the right hand.

### ORDERING
- When in doubt, follow the lead of the host.
- Don’t order the most expensive item.
- Order simply.
- Avoid finger foods or difficult foods that are difficult to eat.
- In general, don’t order alcohol at a business meal.
<table>
<thead>
<tr>
<th>General Etiquette</th>
<th>Utensils</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Turn off cell phones and beepers</td>
<td>➢ Remember never hold a utensil in a fist</td>
</tr>
<tr>
<td>➢ Have proper posture</td>
<td>➢ Do not talk with your utensils</td>
</tr>
<tr>
<td>➢ Keep elbows off the table</td>
<td>➢ Set the utensils on your plate, not the table, when you are not using them</td>
</tr>
<tr>
<td>➢ Do not apply makeup or comb your hair at the table</td>
<td>➢ Do not use both hands simultaneously to utensils and cups</td>
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DO’S AND DON’TS OF DINING

Napkins
➢ Use your napkin frequently
➢ Do not use your napkin as a tissue
➢ If you have to sneeze, turn your head away from the table (coughing also)

While Eating
➢ Wait for everyone to get their meal before starting yours
➢ Don’t talk with your mouth full
➢ Don’t eat ice
➢ Take small bites
➢ Cut your salad into bite size pieces if necessary
➢ Try to pace yourself to finish at the same time as everyone else
➢ When you finished eating, place your napkin neatly to the left of your plate, but do not push your place setting away from you
Helpful Hints

- Break your bread/rolls and butter each piece individually
- Gently stir your soup to cool it instead of blowing on it
- Spoon your soup away from you
- If something undesirable is in your mouth, discreetly remove it with your fork
- If you have any problems with the meal, quietly bring it to the waiter’s attention

Paying the Bill

- You should prearrange how the bill is being paid
- Make sure the bill is accurate
- Tip appropriately
  - 15% for moderate service
  - 20% for excellent service
15 VITAL BUSINESS ETIQUETTE RULES

DO OR
DO
DO
NOT
1. When in doubt, introduce others. Always introduce people to others whenever the opportunity arises, unless you know that they’re already acquainted. It makes people feel valued, regardless of their status or position.

2. A handshake is still the professional standard. Not only does this simple gesture demonstrate that you’re polite, confident and approachable, it also sets the tone for any potential future professional relationship. In a very casual work atmosphere, you might be able to get away with a nod or a hello, but it’s worth it to make the extra effort to offer your hand.

3. Always say “Please” and “Thank you.” This should go without saying, but even in a very casual professional atmosphere, this basic form of courtesy is still imperative. Today, sending a thank you e-mail is perfectly acceptable, but a handwritten thank you note is always a nice touch.
4. Don’t interrupt. We’ve become a nation of “over-talkers,” so eager to offer our own opinions or press our point that we often interrupt others mid-sentence. It can be tongue-bitingly difficult to force ourselves not to interject, especially when the discussion is heated. Don’t. It’s rude and shows disrespect for the opinions of others. Remember, be assertive, not aggressive.

5. Watch your language. Verbal and written communications are often much less formal than in times past, but be careful to choose your words wisely. Of course, derogatory, rude or offensive language is unacceptable, but so is slang. While it may be commonplace in our society, it’s never acceptable in a professional atmosphere.
6. Double check before you hit send. While we’re on the subject of communication, always check your *e-mails for spelling and grammar errors*. Since the advent of spell check, there is no excuse for typos. Also, *do a quick read* to make sure the meaning and tone are what you wish to convey. And no smileys, please.

7. Don’t walk into someone’s office unannounced. It’s disrespectful to assume that you have the right to interrupt other people’s work. Knock on the door or say hello if it’s open and ask if it’s a good time to talk. If the discussion is going to take more than a few minutes, it’s a good idea to call or e-mail and schedule a good time for both of you.
8. Don’t gossip. It’s so hard sometimes to resist engaging in a little “harmless” gossip. But the reality is that gossip is never harmless. It is most certainly damaging to the subject of the gossip, but it also reflects poorly on you. It’s natural to be curious and interested in what other people are doing, but talking about someone who is not present is disrespectful.

9. Don’t eavesdrop. Everyone is entitled to private conversations, in person or over the phone. The same goes for e-mail; don’t stand over someone’s shoulder and read their e-mails.

10. Acknowledge others. When someone approaches you, acknowledge him or her. If you’re in the middle of something important, it’s fine to ask them to wait a minute while you finish. If you pass someone in the hallway or on the street, but don’t have time to talk, at least wave a hand and say hello. Busy-ness is not an excuse to ignore people.
11. Avoid the “Big Two.” We have blurred many of the personal and professional lines, but politics and religion are still off-limits. These topics are highly charged minefields for a professional atmosphere. Leave them at the office door.

12. Be on time. We’re all busy. Being punctual shows others that you value their time. Being late doesn’t mean that you’re busier than other people; it just means that you’re inconsiderate.

13. No phone during meetings. When you’re in a meeting, focus on the meeting discussion. Don’t take calls, text or check e-mail. It’s disrespectful to the other attendees, not to mention, extremely annoying. It also makes meetings last longer because the participants keep losing focus.
14. Don’t be a business card pusher. Don’t simply hand out business cards to everyone you meet. It’s a bit aggressive unless you’re on a sales call. Ask for the other person’s card, offer to exchange cards or at the very least, ask if you can leave your card before you reach in your pocket.

15. Show genuine interest. Keep eye contact and make an effort to truly listen to what others are saying. We are so easily distracted in this climate of increasingly short attention spans; we often can’t wait for the other person to hurry up and finish so we can move on to the next thing. Resist the lure of distraction and haste. Take the time to ask questions and show an interest in the other person’s thoughts.
Basic Workplace Etiquette

Be polite...

THANKS
say please & thank you

In an office situation keep noise level down

Respect others

Shhh!

Do not disturb others

Use deodorant...

practice good hygiene!

Dress neatly & conservatively

Remember the Basics
The Core Rules of Netiquette

Rule 1: Remember the Human.

Rule 2: Adhere to the same standards of behavior online that you follow in real life.

Rule 3: Know where you are in cyberspace.

Rule 4: Respect other people's time and bandwidth.

Rule 5: Make yourself look good online.

Rule 6: Share expert knowledge.

Rule 7: Help keep flame wars under control.

Rule 8: Respect other people's privacy.

Rule 9: Don't abuse your power.

Rule 10: Be forgiving of other people's mistakes.

found at: http://www.albion.com/netiquette/corerules.html

The Core Rules of Netiquette are excerpted from the book Netiquette by Virginia Shea.
Respect Your Co-Workers:

Office Microwave Etiquette

Always ...

✅ Wipe up any messes or spills
✅ Reset the microwave controls when finished
✅ Cover all items in microwave

Never ...

❌ Never take someone else’s food out of the microwave while cooking.
❌ Never leave your food while it is in the microwave.
❌ Never fail to let the appropriate person know if the microwave is broken.
Office Refrigerator Do’s & Don’ts

Do:
✓ Clean up spills immediately
✓ Confirm that door is closed completely
✓ Label and store items in proper containers

Don’t:
✗ Move or take items that are not yours
✗ Leave items for extended periods of time
✗ Adjust temperature settings
“Manners are a sensitive awareness of the feelings of others. If you have that awareness, you have good manners, no matter what fork you use”. – Emily Post