

Corporate Etiquettes & workplace behaviour



Module 14 Topic 2

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- Good Manners are important in the workplace. It demonstrates that you possess self-control, that you are civilized, and that you care about and are capable of respecting others.
 - Etiquette helps you get your behavior in expected order so that others can focus on the content of what you're saying rather than the form of your behavior. In that sense, good etiquette, like good grammar, becomes invisible.



Importance of Manners in the Workplace

- Rockefeller once said, “I will pay more for the ability to get along with people than for any other ability”.
- In the workplace manners get realized in a lot of different ways. You should do the following:
 - Respect the company’s culture. If it is laid back and casual then don’t wear expensive suits etc.
 - Respect rank and treat it appropriately. Be respectful to those people in a higher position than you
 - Respect others privacy and be courteous to them. Watch for their personal boundaries and don’t venture in their space
 - Respect others views and handle disagreements gracefully. People’s religions, moral, and lifestyles differ
 - Handling job stress without imposing yourself on others. Stress is unavoidable deal with it on your own



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- Extend courteousness to all members of the company. Janitors and just as important as the CEO!
 - Be courteous when using shared company equipment. Treat it with respect and replace paper and parts to their original places.



Office Manners

- Dress in a manner consistent with company culture and make sure your clothes are clean
- Stand up straight and sit properly
- Treat a cubicle as though it has a door and a ceiling. Speak calmly and quietly not to disturb others. Watch telephone usage and remember limit personal calls



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- Face forward in the elevator. If you are going high up in the building then stand in the back. If only going a floor or two then stand near the door
 - Say hello or good morning to those who you encounter in the morning and goodnight to those you encounter on the way home. This includes maintaince etc.
 - Keep a clean body and fresh breathe. Keep breathe freshening items with you



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- Bringing odorous food to the office
 - Playing loud music in the office
 - Interfering with people in the cafeteria, at the water fountain, or at the coffee machine
 - Heavy use of perfume or cologne



The importance of being a good representative for your company

- As a representative your behavior in the business world is important. If poised, courteous, and respectful to your company's clients, they will extend approving judgment to other employees of your company. Follow these tips:
 - Respect the clients time by being punctual to meetings and meals
 - Respect your customers – even the rude ones. Don't repay rudeness with rudeness
 - Respect your client's privacy. Avoid prying into private affairs unless invited to do so
 - Handle yourself in a gracious and courteous way during business meetings
 - Write follow up letters and thank you notes to clients



What to Avoid in the Office

- Aggressive behavior such as leaning into people, pointing at others, and jerky arm movements.
- “Adjusting” in public.
- Snorting, spitting, or picking at any part of yourself.
- Interrupting others
- Crowding others



Creating good relations with the staff

- Ask others to do things rather than tell them
- Be clear
- Be polite
- Learn people's names and use them
- Recognize that everyone has a life outside work
- Don't pry into others personal business





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- Make sure you get names right. Pronounce them clearly
 - Do your job well and expect the best from your workers
 - Giving Compliments
 - Be sincere and polite
 - Be precise and detailed
 - Be prompt
 - Praise publicly!
 - Be polite and assume that the other person doesn't mean to insult you when she gives you criticism.
 - Be positive

First Impressions

- Within 30 seconds people judge your
 - Economic level
 - Educational level
 - Social position
 - Level of sophistication
 - Level of success
- Within 4 minutes people decide your
 - Trustworthiness
 - Compassion
 - Reliability
 - Intelligence
 - Capability
 - Humility
 - Friendliness
 - Confidence



Are First Impressions Lasting?

- YES
- Made with emotional not rational brain
- Once made rational brain seeks validation
- Don't want to change opinions
- Labels helps make sense of world
- Experience teaches us validity of first impressions



Making Positive First Impressions

- Determine audience
- Identify their expectations
- Establish objectives
- Dress, behave, and communication in a way that reflects audience expectations



A,B,C's of Image

- Appearance
 - Color, wardrobe, grooming
- Behavior
 - Etiquette, civility, attitude
- Communication
 - Verbal, nonverbal, written





Professional Etiquette—Meeting and Greeting

- Handshake: offer entire hand, web-to-web, shake lightly and release
- Know whom to introduce first
 - Junior to senior
 - Fellow worker to client
- Eliminate slang/jargon from your vocabulary
- Always on time, always organized, always ready



Business networking in social situations

- Never introduce yourself by your title
- Name tags on your right shoulder
- Keep your right hand free
- Stay informed of current events
- Maintain eye contact



Showing Respect

- Always use last names with customers unless they are about your age and rank
- Don't keep customers waiting
- Escort clients out
- When someone of higher rank or from outside the organization enters, everyone in the office stands
- Junior employees stand until seniors sit



Business Cards

- Manage business card exchanges flawlessly
- Always have a supply of cards
- Ask for someone's card before offering your own
- Present card face up
- Take time to look at received card
- NEVER turn down an offered card
- Be selective when distributing cards
- Be aware of international card etiquette



Lunch/Dinner Host

- Consider preferences of guests
- Give specifics
- Make reservation and reconfirm day before
- Arrive 10 min early, look at table, meet server
- Greet guest at entrance. Guest precedes down aisle. Guest gets best seat. Seat yourself to their left
- Offer menu advice to guests, order easy-to-eat food and limit drinks for yourself



Lunch/Dinner Guest

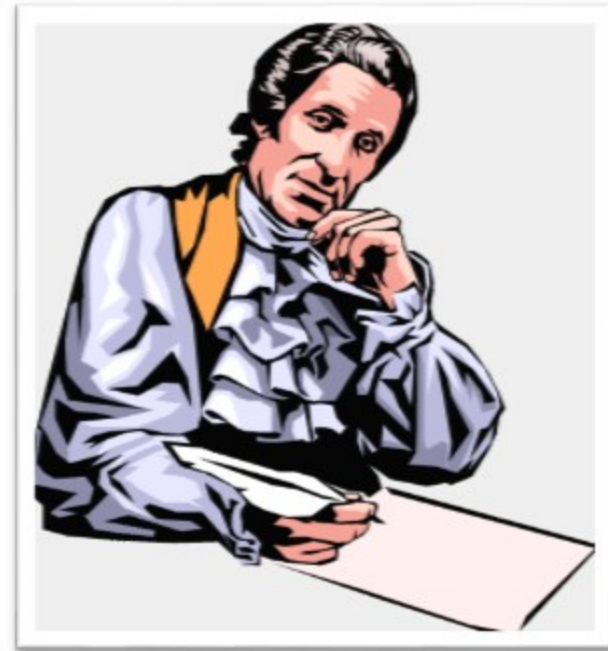
- Reply promptly to invitation
- Only cancel on very urgent business
- Be on time—call restaurant and send message to host if late
- If you arrive before host, you may sit at table but eat nothing but water until host arrives
- Never order the most expensive item
- Take no notice of check. Do NOT offer to leave tip

Thank your host!



Written Communication

- Proof read it!!!
 - No typos
 - Correct grammar, no slang
 - Business jargon is OK, however
- Be careful what you say
 - You don't know who will read it
 - You don't know where it will go



E-mail Etiquette



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- **E**-mail only those people to whom your messages actually pertain to—don't send mass or chain letters
 - **M**-ake a point of responding to messages promptly
 - **A**-lways use spell-check and grammar check before sending messages—be brief and clear
 - **I**-nclude your telephone number in your message
 - **L**-earn that e-mail should be used for business rather than personal use—don't send anything you wouldn't want to see in public



Telephone manners



Telephone manners

- Answer the phone with your name and company (or department)
- When placing calls, state your name and company or department immediately when phone is answered
- Speak clearly
- State the purpose of your call
- Only use speakerphone for conference calls
- Always smile when using the phone
- Say please and thank you
- Judge your audience before making small talk
- Return your calls



Voice Mail/Mobile Phone Use

- Realize proper usage of mobile phones in business
- Understand how to leave an adequate voice message
- Check messages frequently on a daily basis
- Avoid using in a restaurant, movie, church, or meeting
- Limit your conversation when in close quarters
- Use a quiet voice
- Don't give out credit card #
- Refrain from using when driving



Office Etiquette

- Be self-aware-use common sense
- Mind your own business
- Avoid strong cologne
- Never ever go over your supervisor's head
- Obey your company's business dress attire
- Keep your germs to yourself
- Treat every employee with the same respect
- Do not post things of an offensive nature
- No matter your job or your title, always hold yourself to a higher standard



The 12 Commandments of Cubicle Etiquette

- Thou shall realize that everything you say makes an impression on your “internal customers.”
- Thou shall not make or receive personal telephone calls during the workday.
- Thou shall not establish eye contact with someone when you would prefer not to be interrupted.
- Thou shall stand up and walk toward the entrance of your cubicle when you would like an impromptu meeting short.
- Thou shall recognize your cubicle is a direct reflection of you. Keep it neat and orderly.
- Thou shall not enter another person’s cubicle unless you are invited.
- Thou shall not interrupt someone who is on the telephone by using sign language or any other means of communication.
- Thou shall think twice before interrupting someone who appears deep in thought.
- Thou shall be aware of how your voice projects.
- Thou shall realize that speaker phones and cubicles don’t mix.
- Thou shall not discuss a confidential matter in a cubicle setting.



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- Always have your calendar, notebook & pen
 - Never bring up personal problems/issues in a professional situation
 - Avoid “you” talk
 - Stay on schedule
 - In conference rooms hang back until power players have taken seats: ends and middle sides of table are power seats



Etiquette Abroad

- Know the various cultural nuances of the particular country
- Do your homework
- Problem solving & issues of protocol and chain of command differ greatly between countries



Receiving Compliments in the Office.

Just say “Thank you” and don’t elaborate!

Be genuine when you say it.

Never apologize, belittle your accomplishment, or amplify on the compliment by adding your own self-praise.



Giving Criticism

- Criticize privately
- Be polite
- Be precise
- Be prompt.
- Receiving Criticism
- Be professional and accept responsibility for your actions. Apologize!



Conclusion

You never have a second chance to make a great first impression!

Remember be flexible with your manners so you can easily transition into professional settings as well as casual settings.

Your professional etiquette MATTERS!

