# BUS 1160: Working in a Professional Environment



## Week 3 Course Outline

**Sections**

### Overview – Etiquette and Appearance

### Etiquette

### Appearance

**Readings**

* ***Professionalism Skills for Workplace Success*** (Anderson & Bolt), Chapter.4

**Discussion Question**

* How can professional behavior and dress influence others’ perception of someone?

**Assignments**

* Watch videos listed below
* Exercise 4.1: Define your “frame”
* Activity 4.2: Formal introductions (in-class)
* Activity: 4.3: Observing professional behaviors

**Videos to Watch**

[Introduction Etiquette (04:17)](http://digital.films.com.hrt-proxy.libraries.vsc.edu/PortalViewVideo.aspx?xtid=24575&loid=14941&psid=0&sid=0&State=&title=10%20Basics%20of%20Business%20Etiquette&IsSearch=Y&parentSeriesID=)

Practicing business etiquette can be as important to a career as knowledge, ability, and contacts. Smooth introductions pave the way for good working relationships.

[Making an Entrance (02:20)](http://hrt-proxy.libraries.vsc.edu/login?url=http://digital.films.com.hrt-proxy.libraries.vsc.edu/PortalPlaylists.aspx?aid=6842&xtid=24575&loid=14942)

The person who gets to the door first, or the person who can be most helpful, opens the door. An employee waits to sit down until he is asked.

[Professional Behavior and Ethics (04:01)](http://digital.films.com.hrt-proxy.libraries.vsc.edu/PortalViewVideo.aspx?xtid=42288&loid=123833&psid=0&sid=0&State=&title=Doing%20The%20Job:%20Basic%20Job%20Skills&IsSearch=Y&parentSeriesID=)

Professional behavior includes being reliable, responsible, and punctual. Etiquette, business ethics, and illegal activities are explained.

[First Impressions (02:12)](http://hrt-proxy.libraries.vsc.edu/login?url=http://digital.films.com.hrt-proxy.libraries.vsc.edu/PortalPlaylists.aspx?aid=6842&xtid=10888&loid=9218)

Personal and professional image is the total package that the employee presents within the first ten seconds.

[Maturity in Image (01:53)](http://hrt-proxy.libraries.vsc.edu/login?url=http://digital.films.com.hrt-proxy.libraries.vsc.edu/PortalPlaylists.aspx?aid=6842&xtid=10888&loid=9217)

Personalities and workplaces require good matches. Some jobs and workplaces do not suit all personalities.

**Additional Resources**

* <http://www.ravenwerks.com/etiquette-communication/business-etiquette-more-than-just-eating-with-the-right-fork/>