



BUSINESS ETIQUETTE

“CREATING A PLEASANT WORK EXPERIENCE FOR EVERYONE”

Soft Skills, Module 1

- ✓ **Identify the importance of Self-Awareness and demonstrate Adaptability to Change**
- ✓ **Know and understand the different Types of Etiquette**
- ✓ **Execute proper introductions**
 - **Handshake Tips**
 - **Dealing with Nervousness**
- ✓ **Display appropriate Body Language**
- ✓ **Describe and identify proper Business Attire**



When most people think of etiquette, they immediately think of a social behavior associated with a particular class of people, group or society.



However, etiquette also refers to the code of ethical behavior regarding professional practice or action among the members of a profession in their dealings with each other.

Business etiquette is a necessary entity that unifies and imparts professionalism, appropriate attire, expectation and the perception of trustworthiness in the work place and throughout the entire employment process.

Unfortunately, it is not mandatory, but remains highly recommended. **The choice** to treat others with respect is essential to individual and organization success. Business etiquette establishes interpersonal communication that complements performance and quality, making life more pleasurable and easier when you know what to expect from others and they know what to expect from you. Manners do make a difference throughout the employment process and in the workplace.

Exercise #1

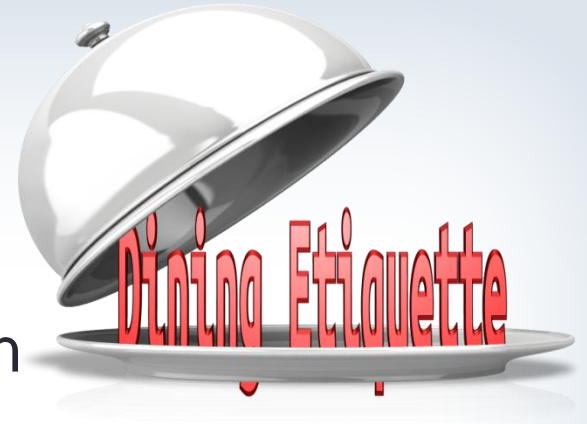
“SELF ASSESSMENT”

Self-Awareness Ice Breaker

- **Dining Etiquette**
- **Telephone Etiquette**
 - **Office Etiquette**
 - **E-mail Etiquette**
 - **Meeting Etiquette**
- **Business Card Etiquette**
 - **Social Etiquette**

• Dining Etiquette

- ✓ Arrive on time
- ✓ Wear appropriate attire for the occasion
- ✓ Stand on the right side of your chair and enter from your left
- ✓ Put your napkin in your lap
- ✓ Decide on your menu selections quickly
- ✓ Never order the most expensive item
- ✓ Wait for all people to be served before beginning



• Dining Etiquette

- ✓ Know which silverware to use with which food
- ✓ Do not talk with food in your mouth
- ✓ Cut the meat one piece at a time
- ✓ Do not put personal items or your elbows on the table, but you may rest your hands there
- ✓ Rest silverware on the plate when talking
- ✓ Leave some food on your plate
- ✓ When introduced to someone, stand introduce yourself and extend your hand, thumb up

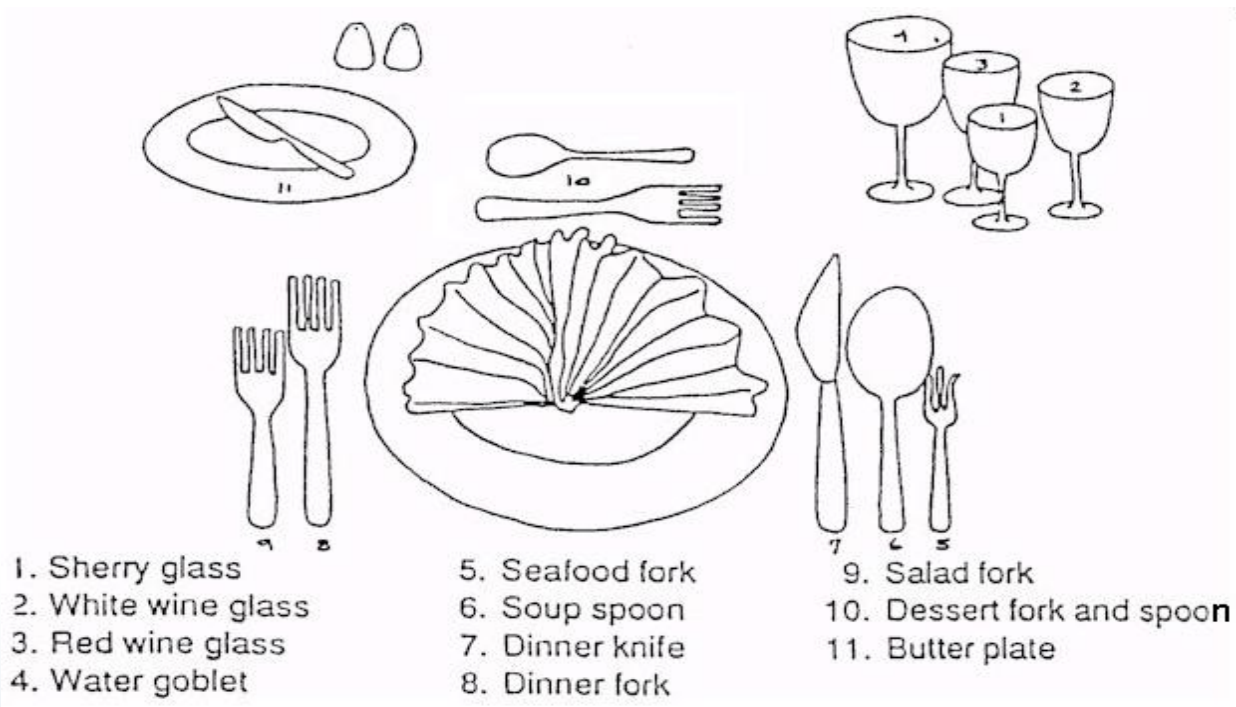
• Dining Etiquette (cont.)

- ✓ Do not bring your face down to your plate, but bring your utensil up to your mouth
- ✓ Pace yourself so that you finish along with everyone else
- ✓ Do not push your plate away to signal that you are done
- ✓ Do without or limit alcohol consumption. Take your queue from the host (see Social Etiquette)
- ✓ Leave some food on your plate
- ✓ Do not ask for a “to go” box
- ✓ If dining with non-Americans, know the cultural differences



• Dining Etiquette (cont.)

Know how to use a standard table setting. Start with utensils on the outside and work your way “in”.



• Telephone Etiquette

- ✓ Identify yourself when making a call
- ✓ Address the caller by their name in a courteous manner
- ✓ Keep conversation brief
- ✓ Never be impatient
- ✓ Listen attentively
- ✓ Keep a smile on your face when talking; esp. if you are having a challenging day



• Telephone Etiquette (cont.)

- ✓ Do not interrupt
- ✓ Do not eat or chew something while speaking on phone
- ✓ Request permission before placing the caller on hold
- ✓ Close your conversation with an appropriate salutation
- ✓ Let the caller hang up first
- ✓ In case of missed calls, return the call within a reasonable period of time
- ✓ If some one calls you by mistake, inform the caller politely that he reached a wrong number

• Office Etiquette

- ✓ Adhere to the established office policies
- ✓ Be self-aware-use common sense
- ✓ Mind your own business, unless a safety matter
- ✓ Never go over your supervisor's head
- ✓ Obey your company's business dress code



• Office Etiquette

- ✓ Treat every employee with the same respect
- ✓ Avoid loud conversations; esp. when of a personal matter
- ✓ Do not post things of an offensive nature
- ✓ Refill the paper tray in the copier and learn how to clear a jam
- ✓ Do not wear loud perfume or cologne



• E-mail Etiquette

- ✓ Be concise and to the point
- ✓ Include a meaningful subject
- ✓ Use proper spelling, grammar and punctuation
- ✓ Make it personal. Use CC and BCC only when necessary
- ✓ Use templates for frequently used responses
- ✓ Respond in a timely manner



• E-mail Etiquette

- ✓ Read the email before you send it
- ✓ Keep attachments to a minimum and be sure to reference them in the body of the email
- ✓ Ensure proper use of abbreviations and emotions
- ✓ Use active voice instead of passive voice
- ✓ Only use “Respond All” only when necessary and appropriate
- ✓ Never say anything that you would not want repeated to the entire organization

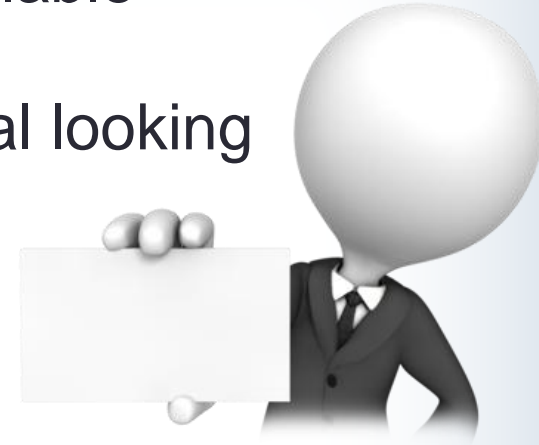
• Meeting Etiquette

- ✓ Arrive on-time (5-10 min early)
- ✓ Use professional communication skills
- ✓ Avoid swear words and vulgar references
- ✓ Avoid personal questions during first meeting
- ✓ Whoever gets to the door first should open it and hold for others who are following
- ✓ Turn off your cell phone ringer
- ✓ Do not text unless for meeting related matters
- ✓ Remain attentive and alert



• Business Card Etiquette

- ✓ Always have a business card readily available
- ✓ Make sure that it is clean and professional looking
- ✓ Update it as necessary
- ✓ Be selective about distributing
- ✓ Allow senior personal to ask for it before handing them your card
- ✓ Present it in a appropriate time and manner



• Social Etiquette

- Alcohol. As a general rule, while eating, if your host orders an alcoholic drink, you should feel comfortable to do so. If you are asked to order first, it is perfectly appropriate to order a non-alcoholic drink.
 - ✓ Consume your beverage slowly and with grace, keeping your host your focus
 - ✓ It is never appropriate to drink excessively
 - ✓ If you're offered a cab home, graciously accept it

• **Social Etiquette (cont.)**

✓ A safe decision is to order what your host orders.

However, you should feel free to order according to your personal tastes within reason. Be conservative.

➤ Happy Hour

✓ Remain professional outside of the workplace

✓ Participate even if you do not drink

✓ Remember that drinking is not your primary purpose

✓ Sip and do not guzzle

✓ Eat before you arrive

• Social Etiquette

- ✓ Know your own personal limits; do not follow the leader
- ✓ Do not over stay your welcome
- Casual Friday/Dress down days are still professional days
 - ✓ Attire should still reflect your environment and position
 - ✓ Dress one notch down from professional dress days
 - ✓ Ironically casual day attire tends to say more about you than professional attire



- Always stand up
 - Look the person in the eye
 - Extend your hand for a firm handshake (web to web, lock thumb)
 - Avoid:
 - ✓ Hand-numbing handshakes
 - ✓ “Sweaty” handshakes
 - ✓ Grabbing someone’s fingers
 - Communicate when 3 feet apart
 - Say your full name and something about yourself
- “Hello, I’m Mary Charles. I am seeking a position in the Information Systems department.”*



➤ **Introduce the person of greatest importance or authority first**

“Mr. Thompson, I’d like you to meet my boss, Bob Wilson”

- ✓ When a client is involved, mention him or her first
- ✓ Gender or age is not the deciding factor
- ✓ A proper business introduction should include first and last names.

Handshake Tips

A good handshake:

- ✓ Keep the fingers together with the thumb up and open
- ✓ Slide your hand into the other person's so that each person's web of skin between thumb and forefingers touches the other's
- ✓ Lock thumb and squeeze firmly.

A proper handshake:

- ✓ Includes good eye contact with the other person
- ✓ Lasts about 3 seconds
- ✓ May be "pumped" once or twice from the elbow
- ✓ Is released after the shake, even if the introduction continues

Handshake Tips (cont.)

Extend a hand when:

- ✓ meeting someone for the first time
- ✓ meeting someone you haven't seen for a while
- ✓ someone else extends a hand
- ✓ greeting guests
- ✓ greeting your host(ess)
- ✓ saying good-bye to people at a gathering



Handshaking Tips:

- ✓ if your hands tend to be clammy, spray them with antiperspirant at least once a day
- ✓ avoid giving a cold, wet handshake by keeping your drink in the left hand.

Nervousness is common when meeting someone for a job opportunity...more so because you are meeting someone who can be considered your senior. Unless nervousness causes you to freeze, it should actually be taken in a positive spirit. Therefore,

➤ Ask yourself the following questions:

1. Why am I nervous?
2. Don't I have the skills and experience for the job?

If the answer to 2 is yes, then it's just jitters.



In order to Combat the Nervousness and Awaken your Confidence consider what or who is your motivation for success. Allow your motivation to fulfill a purpose or goal in your life. Then use those thoughts as fuel you over the nervousness, which no longer impacts you only. Since you have the right skills and experience for the job, along with a humble attitude, there is no reason outside of your own beliefs, that will cause you to fail.

Exercise #2

“PROPER INTRODUCTIONS”

Body Language is very relevant to management and leadership, and to all aspects of work and business where communications can be seen and observed among people. Keeping in mind that not all body language is universal, but some gestures are specific to culture and ethnic group.

Example: Facial Expressions Speak:

- ✓ Happiness
- ✓ Sadness
- ✓ Fear
- ✓ Disgust
- ✓ Surprise
- ✓ Anger

Gestures that Communicate

Eye Signals:

- ✓ Looking right/left
- ✓ Looking right/left sideways
- ✓ Looking right/left up
- ✓ Looking right/left down
- ✓ Direct eye contact when speaking
- ✓ Direct eye contact when listening
- ✓ Widening of eyes
- ✓ Rubbing eye or eyes
- ✓ Blinking
- ✓ Eyebrow raising
- ✓ Winking

Mouth Signals:

- ✓ Tight lipped smile
- ✓ Twisted smile
- ✓ Dropped jaw smile
- ✓ Smile – held tilted looking up
- ✓ Laughter/Forced laughter
- ✓ Biting Lip
- ✓ Teeth grinding
- ✓ Chewing gum/pen or pencil
- ✓ Thumb sucking
- ✓ Hand clamped over mouth
- ✓ Nail biting

Gestures that Communicate (cont.)

Head Signals:

- ✓ Head nodding
- ✓ Slow head nodding
- ✓ Fast head nodding
- ✓ Head held up
- ✓ Head held high
- ✓ Head tilted to one side
- ✓ Head forward upright
- ✓ Head held downward
- ✓ Head shaking
- ✓ Head held down in response
- ✓ Chin up
- ✓ Active listening

Arms Signals:

- ✓ Crossed arms
- ✓ Crossed arms w/clinched fist
- ✓ Gripping own upper arms
- ✓ one arm across body clasping other arm by side (female)
- ✓ arms held behind body with hands clasped
- ✓ Handbag held across body
- ✓ Holding papers across chest
- ✓ Arms/hands cover genital area (male)
- ✓ Holding drink in front of body with both hands

Gestures that Communicate (cont.)

Additional Areas for Consideration

- Hands
 - Handshake
 - Legs and Feet
 - Personal space
 - Mirroring
- Seating in positions in relation to others
 - Cultural Differences
 - Sexual body language
 - Bowing and Curtsying

<http://www.businessballs.com/body-language.htm#six-universal-facial-expressions>



PART 2: DRESS FOR SUCCESS

“EXHIBITING PROFESSIONALISM AND A POLISHED IMAGE”

Regardless of your profession, there is a
SUCCESSFUL look for you...



Brenda is prepared to interview for...

- ⇒ **Consultant**
- ⇒ **Financial Advisor**
- ⇒ **Corporate Trainer**
- ⇒ **Supervisor/Manager**
- ⇒ **Banking**
- ⇒ **Public Relations**
- ⇒ **Personnel**
- ⇒ **Executive Assistant**
- ⇒ **Broadcasting**



The Right Accessories Matter...



Sarah and Brenda are prepared to interview for...



- ⇒ Retail
- ⇒ Fast Food
- ⇒ Tele-Marketer
- ⇒ Manufacturing
- ⇒ Janitorial
- ⇒ Housekeeping
- ⇒ Data Input



Mario is prepared to interview for...



- ⇒ **Corporate Executive**
- ⇒ **Medical**
- ⇒ **School Principal**
- ⇒ **Engineer**
- ⇒ **Supervisor/Management**
- ⇒ **Consultant**
- ⇒ **Financial Advisor**
- ⇒ **Program Manager**

Mario is prepared to interview for...

- ⇒ **Computer Programmer**
- ⇒ **Clerical**
- ⇒ **Social Worker**
- ⇒ **Nurse**
- ⇒ **Paralegal**
- ⇒ **Flight Attendant**
- ⇒ **Photographer**



The Right Accessories Matter for Men Too



Brian is prepared to interview for...

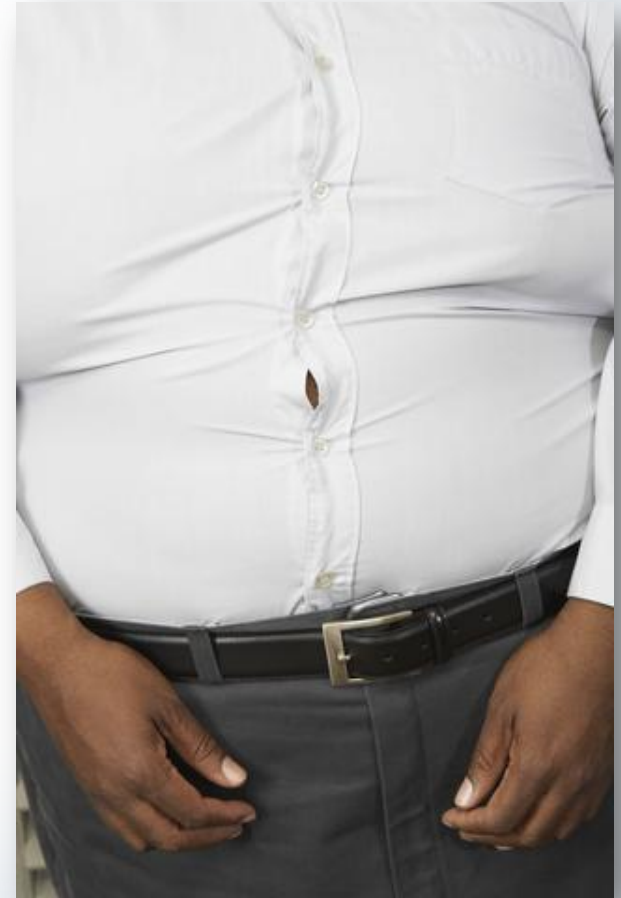


- ⇒ **Construction**
- ⇒ **Data Input**
- ⇒ **Factory**
- ⇒ **Manufacturing**
- ⇒ **Janitorial**
- ⇒ **Grounds Maintenance**
- ⇒ **Machinist**
- ⇒ **Fast Food**

Business DON'Ts for Her



Business DON'Ts for Him



Quiz

1.



2.



3.



4.



5.



**Which interview type
are these people
Appropriately
Dressed for?**