

## Professional Etiquette: Course

What images come to mind when you think of the term professional? Do you picture an executive in a fancy suit strutting into a boardroom? Or, perhaps you envision a supervisor walking among cubicles and issuing orders to employees. While it is true that professionalism encompasses how we present ourselves outwardly, the meaning of the term goes far beyond appearances. Professionalism also encompasses inward characteristics and attitudes that affect how others in the workplace perceive us. The professional world can be full of challenging situations, including conflicting personalities, miscommunication, and cultural differences. In this course, you will learn about typical workplace etiquette protocols, communication standards, and cultural awareness strategies in order to navigate these common obstacles as smoothly as possible.

This course will guide you through additional strategies for establishing and maintaining your professional image in the workplace. Whether you are working on a construction site or in a medical facility, practicing professional etiquette will help ensure that your occupational environment is a positive and productive one. You will focus on integrating internal attitudes with external behaviors so that your personal attributes work together to enhance your professional image.

You will begin this course with an introduction to professional manners and common courtesy. Then, you will learn how to communicate effectively and courteously via common workplace communication modes – verbal communication, nonverbal communication, and virtual communication – paying particular attention to how technology affects these forms of workplace communication. In the last unit of this course, you will investigate the topic of workplace diversity in order to gain an awareness of differences and how to respond to and respect them.

**Time Commitment:** This course should take you a total of approximately 3.75 hours to complete. Each unit includes a “time advisory” that lists the amount of time you are expected to spend on each subunit. It may be useful to take a look at these time advisories and determine how much time you have to complete each unit and to then set goals for yourself based on your available time.

**Tips/Suggestions:** Prior to beginning this course, we suggest that you interview a few professionals from different fields regarding business etiquette. Take notes on any office-place “do’s” and “don’ts” that are mentioned in the interviews, as well as any tips your interviewees suggest for creating a pleasant and respectful work environment. In doing so, you will gain a real-world basis for understanding professional etiquette concepts that will aid you throughout this course.

As you progress through the course, please make sure to take comprehensive notes as you work through each resource. This work, "Course Overview", is a derivative of "[Saylor.org PRDV104 Professional Etiquette](#)" by [The Saylor Foundation](#), used under [CC BY 3.0](#). "Course Overview" is licensed under [CC BY 3.0](#) by [Rx Tennessee](#).



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