# BUS 1160: Working in a Professional Environment

## Week 3 Overview: Etiquette and Appearance

Believe it or not, how you look and how act in any type of setting is impressionable. Though it is not a good thing to practice, many people prejudge us based on how we first appear to them (first impressions). They may then choose not to interact with us simply because those expectations were not met, even though we were never formally introduced to one another. Likewise, if certain expectations were initially met but were presented as a façade, future interactions may wane. Unless you have lived in a cave your whole life, you have probably been on both sides of that scenario. So, knowing that others prejudge you, the intent of this lesson is to enforce or reinforce a professional image that is open and welcoming to whatever environment you are entering.

### Etiquette

Cultures develop in every organization and those cultures contain certain rules, traditions, beliefs, and values—both formally and informally. Some aspects of cultures are standard across industries (police, healthcare, retail), while others are “unwritten” and must be experienced in order to be learned (open-door policy, customer service, handling mistakes). It is important to become educated in your particular industry’s protocols and traditions, and to act accordingly. Some general etiquette protocols will be introduced and practiced in this lesson and reinforced throughout the remainder of this course.

### Appearance

Yes, personal appearances are our billboards for first impressions. Tattoos, piercings, style and color of clothes and hair, and how you walk and eat all tell something about yourself before you have even spoken one word. This lesson addresses these attributes (and more) and you will learn what and how you can influence the ones you have control over. Again, you will be expected to practice these professional behaviors throughout the remainder of this course.



