



Professional Etiquette

Unit 1



Workplace Courtesy

Requirements & Outcomes



- **Time Required:**
 - This unit should take approximately 1 hour to complete.
- **Learning Outcomes:**
 - Upon successful completion of this unit, you will be able to:
 - Identify the key principles of common courtesy, professional manners, and the Golden Rule as they are practiced in the workplace environment.
 - Describe ways to apply proper courtesy in different professional situations.
 - Identify and describe the qualities of a desirable employee from an employer's perspective.

Course Overview Video

- "Getting Started: Professional Etiquette - Professional Development 104" by The Saylor Foundation is licensed under CC BY 3.0
- Full URL: <http://www.youtube.com/watch?v=xUxvJLrl03Q>

Workplace Courtesy Intro



Everyday courteous behaviors such as holding the door for the person behind you, saying “please” and “thank you” at the dinner table, and smiling when you catch the eye of someone walking by you may be optional responses to situations outside the workplace. However, such courtesies are not optional in the workplace. Exercising proper courtesy in any workplace situation is important, and neglecting to do so may lead to unfavorable results, such as miscommunication.

To help you understand the standards of appropriate workplace attitudes and behaviors, the first unit of this course introduces you to basic workplace manners and the positive behavioral qualities an employer typically looks for in an employee. By studying these concepts, you will learn the appropriate way to handle yourself in many job-related situations.

Workplace Courtesy Intro Video

- "Workplace Courtesy: Professional Etiquette - Professional Development 104" by The Saylor Foundation is licensed under CC BY 3.0
- Full URL: http://www.youtube.com/watch?v=Z_gPssGYTcg

Section 1.1: Practicing Common Courtesy and Manners in the Workplace



- In this section you will learn about the following topics:
 - 1.1.1 Applying the Golden Rule
 - 1.1.2 Etiquette at Work-Related Functions Both in and out of the Office

1.1.1 Applying the Golden Rule

1.1.1 Reading Assignment 1:

- Reading this article should take approximately 10 minutes.
- ***External Link:** WikiBooks' *Business English: "[American Business Culture](http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-1.1.1.pdf)"* (PDF)
- **Full URL:** <http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-1.1.1.pdf>
- **Instructions:** While this quick online guide is aimed at non-Americans, it provides a basic overview of business etiquette in the American culture. This article demonstrates that the Golden Rule (treat other professionals as you want to be treated) is the easiest and most effective way to handle most business situations that you are unfamiliar with. Click on the link above, and read the brief article about American business culture. As you read the article, pay special attention to the values and guidelines listed and consider how they match up with your own work experiences. Although every work environment is different, there are some common workplace policies that everyone should be aware of, such as respecting your elders.

1.1.1 Applying the Golden Rule: Continued

1.1.1 Reading Assignment 2:

- Reading this article should take approximately 10 minutes.
- ***External Link:** *Houston Chronicle*: Eric Feigenbaum’s [“Golden Rule in Business Etiquette”](http://smallbusiness.chron.com/golden-rule-business-etiquette-2858.html) (HTML)
- **Full URL:** <http://smallbusiness.chron.com/golden-rule-business-etiquette-2858.html>
- **Instructions:** Please click on the link above and read the entire article. These simple guidelines will help you establish a professional image in the workplace and avoid behaviors that others will find offensive or distracting. Treating others the way you wish to be treated (i.e., the Golden Rule) is a good rule of thumb for workplace behavior, but you may discover a few courtesies in this reading that you may not previously have considered.

1.1.2 Etiquette at Work-Related Functions Both in and out of the Office

1.1.2 Reading Assignment:

- Reading this article should take approximately 10 minutes
- ***External Link:** Covering Business Credit: Joanne Dunn and Michael C. Dennis' "[Office Etiquette](http://www.coveringcredit.com/business_credit_articles/Career_Development/art312.shtml)" (HTML)
- **Full URL:**
http://www.coveringcredit.com/business_credit_articles/Career_Development/art312.shtml
- **Instructions:** Please click on the link above and read the entire article. You will find that this article mostly focuses on behavior in the office, but it also provides a few suggestions for luncheons and company events. This list of "do's" and "don'ts" of office etiquette will serve you well in any type of workplace situation, whether in your office cubicle or at a business luncheon. Overall, the important guideline to consider is that professionals treat others with courtesy no matter where they are or what type of event they are attending.

1.1.2 Etiquette at Work-Related Functions Both in and out of the Office: Continued

1.1.2 Exercise:

- Completing this assessment should take approximately 15 minutes.
- ***External Link:** GradView: [“Test Your Business Etiquette”](http://www.gradview.com/articles/careers/etiquette.html) (HTML)
- **Full URL:**
<http://www.gradview.com/articles/careers/etiquette.html>
- **Instructions:** Click on the link above to access an online quiz about business etiquette. Get out a scrap sheet of paper, and write down your response to each quiz question. At the bottom of the page, you will find a link to click for the quiz answers and explanations. Check your answers after completing the quiz.
- Note that there may be more than one correct answer for each scenario. Use this quiz to discover your current understanding of various business etiquette scenarios.

Section 1.2: The Attractive Qualities in a Professional from an Employer's Perspective



- In this section you will learn about the following topics:
 - Developing Professionalism

The Attractive Qualities in a Professional from an Employer's Perspective



1.2.1 Reading Assignment:

- Reading this article should take approximately 15 minutes.
- ***External Link:** Mind Tools: “Professionalism: Developing this Vital Characteristic” (HTML)
- **Full URL:** <http://www.mindtools.com/pages/article/professionalism.htm>
- **Instructions:** Before you read this article, take out a scrap sheet of paper and write down some of the qualities you might look for if you were an employer. Then, click on the link above and read the entire article. In this article, you will discover some of the key traits that define a professional in any field. See how your list matches up to the traits found in this article. First, professionals are competent, because they are educated and trained in their specialty. Second, professionals are honest and garner respect from their colleagues in addition to giving respect to others. Third, professionals are accountable for their actions, because they have a strong work ethic and discipline themselves.

Credits



- This presentation, "Professional Etiquette Unit 1: Workplace Courtesy", is a derivative of "[Saylor.org PRDV104 Professional Etiquette](http://learn.saylor.org/course/prdv104)" (<http://learn.saylor.org/course/prdv104>) by [The Saylor Foundation](http://www.saylor.org/) (<http://www.saylor.org/>), used under [CC BY 3.0](#) "Professional Etiquette Unit 1: Workplace Courtesy" is licensed under [CC BY 3.0](#) by [Rx Tennessee](#).
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