



BUSINESS ETIQUETTE



Objectives

- Basic Business Etiquette Tips
- Making Introduction
- Networking
- Corporate Image
- Conversation Starters
- Key Words to Remember
- E-mail Etiquette
- Business Luncheon Etiquette

Why Etiquette?

“Don't reserve your best behavior for special occasions. You can't have two sets of manners, two social codes - one for those you admire and want to impress, another for those whom you consider unimportant. You must be the same to all people.”

- Lillian Eichler Watson

Basic Business Etiquette Tips

- Treat everyone with equal courtesy and respect
- Be punctual
- Have a concise, professional voicemail greeting
- Whenever possible, answer your phone personally
- Return all calls as soon as possible
- When leaving a message
 - State your name and organization
 - Leave a concise but detailed message
 - Slowly give your telephone number
- If you are traveling overseas representing an American firm be very aware of the customs and culture of the country you are visiting

Making Introductions

When you are introducing someone:

- In business, introduce the junior to the senior
- Explain who people are
- Use their full names

When you are being introduced to someone:

- Rise if you are seated
- Smile and extend your hand
- Repeat the other person's name in your greeting

How to remember the name of somebody you are being introduced to:

- Repeat back the name of the person to whom you are being introduced
- Think of another person with the same name
- Say the name several times to yourself

Networking Tips

- Clothing, behavior and mannerisms = confidence level
- Make direct eye contact
- Good posture and confidence = competence and self-esteem
- Make a list in advance of people you want to approach
- Smile
- Break out of your comfort zone
- Mingle
- Keep business cards handy just in case
- Talk to people you don't know
- Introduce yourself with name and department, or name and company if you are from another company

Corporate Image

- Dress professionally
- Avoid too much cologne or perfume
- Hair should be clean, professionally styled and neatly combed

In public do not:

- Comb your hair
- Apply makeup
- Clip nails
- Brush your teeth

Conversation Starters

Do Discuss

- Weather, traffic, travel, books, current events, the arts
- Personal questions may include their name, where they live, where they're from, where they work, first job, school, obstacles they've overcome, accomplishments they are proud of

Do Not Discuss

- Personal health issues (yours and theirs)
- Controversial subjects such as politics and religion
- Inappropriate jokes
- Do not interrupt or finish other's sentences, go into too much detail, talk too loud or too soft, preach or gossip

Key Words to Remember

These words are too often neglected in business:

- Please
- Thank You
- Well Done

E-mail Etiquette

- Growing concern that we do not use email effectively or appropriately
- Email messages often written with much less formality and sometimes too aggressively
- Email messages lack non-verbal expression to supplement what we are "saying"
- Judgments about a person's motives and intentions are made based on their tone of voice, gestures, proximity which is lacking in an email message
- Email makes it more difficult to figure out what the message sender means
- Easier to offend or hurt someone in email
- It is important to be as clear and concise as possible

How Do I Know If I Am Using The Correct Etiquette?

- How should I format my email?
- To whom am I sending my email?
- Can I send attachments?
- How long should my email be?
- Am I being polite?
- When should I not send an email?

How Long Should An Email Be?

- One page printed or the length of your computer screen before scrolling
- There are times when email messages need to be longer
- Organizations seeking to reduce their paper costs when sending such documents as orientation schedules and information, memos, convention information, newsletters, and policy changes

For long emails try to include:

- An executive summary at the top of the document
- How soon a response is required from the recipient(s)
- A table of contents

Am I Insulting Someone?

- Virtual venting” is sending highly critical or inflammatory emails
- It is best to avoid venting because it tends to create more conflict and tension
- What you say cannot be taken back

Things to consider before venting in email:

- Would I say this to this person's face?
- Am I putting the receiver in an awkward position?
- How would I feel if I got this email message?

Inappropriate vs. Appropriate Digital Communication

Inappropriate Message

- "This project really sucks and I cannot believe that he is making us do this. I'm sick and tired of all these dumb assignments. He needs to get a life!"
- "If you don't fix this problem then I am going to quit TOMORROW!!!!!! I am sick and tired of Martha's incompetence!!!"

Appropriate Message

- "This assignment came at a tough time. I wasn't expecting so much work. I can't wait till the end of the quarter."
- "I'm growing increasingly frustrated by the current situation. Can we set up a time to talk about this more?"

When Should I Not Send an Email?

- Disciplinary action
- Conflicts about grades or personal information
- Concerns about fellow workmates
- Complaints

Social Networking

Do

- Be careful of the image you are presenting of yourself
- Assume your personal sites are visible to all
- Remember the internet is forever
- Monitor your reputation online

Don't

- Mix personal and business
- Don't be offensive, use fowl language etc.
- Don't be tagged in inappropriate photos

Business Luncheon Etiquette

Most Common Etiquette Blunders:

- Using and holding utensils incorrectly
- Waving utensils around while talking or pointing them at people
- Cutting food into tiny pieces all at once
- Not using a napkin or using it incorrectly
- Eating before host picks up his/her fork
- Breaking a roll into little pieces
- Ordering food that is messy or difficult to eat while conversing

Etiquette Don'ts

- Drinking from a bowl
- Picking your teeth
- Using bread as a plate cleaner
- Smelling your food
- Taking food from someone else's plate
- Stacking dishes or pushing them toward someone else when you are done

Sensitive Workplace Issues

- Handling colleagues special situations
- Seeing eye dogs in the workplace - the do's and don'ts
 - Always ask the owner before approaching the dog
 - Don't disturb when its resting
 - Never give the dog a command, only the owner does that
 - Walk on the owners right side, but several paces behind them
 - Try to keep other pets away

Seeing Eye Dogs in the Workplace - The Do's and Don'ts... Continued

- Seeing eye dogs are not pets, they are working dogs
- No treats/food
- Owner knows how to train the dog
- Ignoring the dog is the best course of action

Loose Lips Sink Ships

- Chewing with mouth open, talking with food in mouth, slurping soup
- Being rude to service people, complaining loudly or openly about food or service
- Offering opinions or making judgments about diets or food preferences
- Not putting your cell phone on vibrate before the meal starts

Closing Thought

“Etiquette is the invention of wise men to keep fools at a distance.”

- Sir Richard Steele

Your Kepro EAP

- EAP Services available to employees
- Confidential
- EAP Counselors available 24/7/365 via 833-746-8337
- Up to 4 in person counseling sessions, per issue, per year
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- <https://sowi.mylifeexpert.com> Company code: SOWI

**Please complete a
training evaluation.**

Thank you!



<https://app.smartsheet.com/b/form/dacb2d9b38564db4afb5ab8426d91ad6>



Questions & Answer

Business Etiquette