

Business Etiquette

Etiquette and Professionalism

They go hand-in-hand! Not using expected common courtesies shows a lack of professionalism and can result in:

- Employees feeling unappreciated
- Managers, employees, peers becoming distrustful
- Customers feeling slighted and possibly urged to complain
- Invitations not being extended for meetings or social functions

Delivering Your Message

Choose the delivery style that ensures your message is received as you intended:

- **Matter-of-fact:** no nonsense and pragmatic; polite, but serious and lacking emotion
- **Empathetic:** warm and mellow; expresses personal concern and support
- **Animated:** expressive; shows emotion, uses lots of gestures

General Guidelines for Leading a Respectful Life

- Always consider the intent of behavior or statement versus the impact.
- Be clear and honest in your communication.
- Communicate in a genuine way.
- Understand that negative behaviors and reactions are only a moment in time.
- Tell others what you expect from them.

How to Make a Good First Impression

- Make your first words count.
- Extend yourself out to others.
- Walk with intention.
- Dress for success.

Behaviors that Sabotage a Good Impression

- Careless language
- Giggling
- Gum chewing
- Throat clearing
- Inappropriate touching

Keep Your Cool When the Customer is Hot

- Ask questions.
- Calm them down and stay calm yourself.
- Solve their problem.
- Obtain confirmation.
- Summarize.

Interacting with People Who Have Disabilities

- Use “people first” terminology.
- Ask before helping. If they decline, do not insist.
- Follow instructions they give you.
- Let the person set the pace of conversation or walking.
- Only talk about the disability if it comes up, don’t pry.

Positive Language

- Says what can be done
- Suggests alternative and choices available
- Is helpful and encouraging, not bureaucratic
- Stresses positive actions and consequences

Taming Technology

- **Internet and social media:** Follow your organization’s guidelines, limit personal use, and don’t post anything embarrassing or demeaning.
- **E-mail:** be clear, check grammar, write only what you would say face-to-face, double check address, respond in a timely manner.
- **Telephone:** Identify yourself, speak clearly, be careful of sounds that carry over the lines; state purpose when making a call and answer promptly when receiving a call.

Six Ways to Encourage Employees

- Say thank you—be genuine and timely.
- Give public recognition.
- Focus on morale-building interactions.
- Use frequent low or no-cost rewards.
- Ask your boss (or boss’s boss) to say thank you for the good work.
- Consider the employee’s personality and preferences.