

BUSINESS ETIQUETTE



BUSINESS ETIQUETTE – Key Aspects

- Difference between Social and Business Etiquette
- The importance of Introductions
- Important business Etiquettes



Difference between Social and Business Etiquette

Social Etiquette

- Marked by Courtesy
- Gender Plays a Role

Business Etiquette

- Marked by Hierarchy & Power
- Gender has no Role



Principles underpinning all Etiquette

- **Golden:** Treat others as you would like to be treated
- **Platinum:** Treat others as they would like to be treated



Why business Etiquette ?

- Differentiates you from others in a competitive job market
- Enables you to be confident in a variety of settings with a variety of people
- Honors commitment to excellence and quality
- Modifies distracting behaviors and develops admired conduct
- Exhibit Professionalism and develop a polished image

“Be one step ahead, practice the social skills necessary to help you make a great first impression and stand out in a competitive job market”.



What is Etiquette?

Etiquette is a code of behavior that delineates expectations for social behavior according to contemporary conventional norms within a society, social class, or group.



The Importance of Introductions

- Gender
- Name Tags



Introductions

- Failing to introduce people in a business situation makes you look downright unprofessional.
- Always rise as a mark of respect.
- Look into the eyes and smile
- Give a firm handshake



Introductions

] Introduction protocol

└ Junior is introduced to senior

] The rule is **to say important persons name first**. Add a few words about that person

] **If you forget someone's name during an introduction, don't panic**. Look the person directly in the eye and with a sincere smile, say "I'm sorry, but your name just slipped my mind. Could you remind me?"

] Stay around till both **the parties start speaking**.



Certain important business Etiquettes are :

- E-mail etiquette
- Dining etiquette
- Telephone etiquette
- Office etiquette
- Meeting etiquette
- Business card etiquette
- Cubicle etiquette
- Dress etiquette
- Networking



Telephone Etiquette

- When u initiate a call identify you
- Tell the basic nature of your call
- **Have someone answer your calls.**
- **Always return calls.**
- **No phone calls during meetings**



Telephone etiquette

- Identify yourself when making a call
- Address the caller by his name in a courteous manner
- Keep conversation brief
- Never be impatient
- Listen carefully
- Do not interrupt
- Do not eat or chew something while speaking on phone
- If you wish to put the caller on hold, request his permission to do so
- Close your conversation with an appropriate salutation
- Let the caller hang up first
- In case of missed calls, return the call within a reasonable period of time
- If some one calls you by mistake, inform the caller politely that he reached a wrong number



Managing Angry Callers

- Listen his problem or complaint carefully
- Do not interrupt him, let him finish the whole thing first
- Do not say, "you are wrong"
- Empathize with him
- You should be good in your area of work and investigate about his complaint or problem and solve it
- Tell him the process of solving the problem
- Do not mislead
- Call him back when you have the solution, this feedback is important



Email etiquette

- Email etiquette is so new – the rules are evolving because of our increased use of email
- Some general rules of etiquette should be observed

Need of Email Etiquette

- Professionalism
- Efficiency
- Protection from liability



Email etiquette rules

- Be concise and to the point
- Use proper spelling, grammar & punctuation
- Make it personal. Avoid using Bcc and Ccc unnecessarily
- Use templates for frequently used responses
- Answer swiftly
- Use a meaningful subject
- Read the email before you send it
- Keep attachments to a Minimum and mention your attachment in the content
- Take care with abbreviations and emotions
- Take care with rich text and HTML messages
- Use active voice instead of passive voice



Poor Usage Examples

- No subject line
- Action required and key points are hidden in the message
- Misusing the global distribution list
- Discussion that could have been done on the phone



Use Smart Subject Lines

All messages should have clear and specific

- “Subject Lines” that
 - describes the message content
 - specifies if there are any actions required & due dates
 - mentions clearly who the message is for
- **Subject Line Template:**
 - TAG description [actions] [due date] [(EOM)]



Use Smart Subject Lines

Good Subject Line Examples

- FYI: Meeting minutes from 3/14 discussion
- Reports Included: Minutes from MRM, all Reports due Friday 4/1
- DISTRIBUTE: Program agenda & related information
- Bob, Joe: need you at noon meeting Wed w/ your updates
- AGENDA: Staff meeting Thurs 3/12 10:00 pm

Mary I will attend the MRM & present summary. (EOM)

Poor Subject Line Examples

- Weekly Minutes
- Here are the URLs
- Re: presentation
- (blank subject line)
- Unrelated subject line – sending an email with an old subject line



Use Smart Subject Lines

- If you can type your entire message in the subject line and don't need to write anything in the body of the message – do so!
- Type (**EOM**) at the end of the subject line. EOM means “**end of message**”



Think Before You Click

- Don't automatically "REPLY TO ALL"
- Take one last look at your distribution list – is this email necessary for all recipients. Eg. Welcome Mail – when replying, send it only to the person to be welcomed.
- Once the email discussion goes beyond 2-3 replies anyway, it's time to pick up the phone



Write For Action

- In the first 1-3 lines of your email, specify what this email is about.
 - Does it include action required?
 - Does it require a reply back by a certain date?
 - What information is contained that the reader will find necessary for their job?
- Use the To: and Cc: addresses appropriately
- Stop replies before they start
 - If a reply is not required, end your message with “(Reply Not Necessary)”



Recommended Standards

Recommended Subject Line Tags:

- **URG** - Stop everything, read me first
- **RSP** - Need you to respond, either way
- **MTG** - New/modified meetings
- **FWD** - Forward to your respective group (s)
- **HLP** - Need information, assistance
- **FYI** - Just for your information
- **ACT** - Needs action



Recommended Standards

Rules:

- No outlook templates or “pretty stationary” when sending/replying messages
- Reply to sender only. Only "Reply to All" when absolutely necessary
- PowerPoint Files: Zip all attachments. Large files; use shared server or websites
- When possible, short messages should be written in the subject line, with the EOM tag



General Tips

- Use Follow Up Flags
 - If you find you are on a distribution list you don't need to be on
 - Send a note to the originator to be removed
 - If you get involved in an email discussion that you don't need to be in
 - Ask to be taken off the distribution
- While forwarding the message delete the list of email addresses if not necessary
- If you see someone else practicing bad email etiquette
 - Send a friendly note and ask them to correct it



General Tips

- Font:
 - Use standard font throughout the message content
 - Avoid colored fonts in a professional email
 - Be very specific with the use of bold, *italic* or underline font style
 - Keep the size of the font visible and constant
- Paragraph and line spacing should be legitimate and visually appealing
- Avoid short forms or slang (e.g. 'u' instead of 'you', 'y' instead of 'why', 'r' instead of 'are', etc)



Call to Action

- Implement these guidelines in your own email usage
- It's got to start with **YOU**



Meeting etiquette

- Avoid swear words and vulgar references
- Poor communicating skill is not professional
- Avoid personal questions during first meeting
- Whoever gets to the door first should open it and hold for others who are following
- Turn off your cell phone ringer ,accept voicemail and text messaging only



Proper etiquette can play a fairly significant role in whether a meeting is a productive gathering or an inefficient use of time.



First Commandment Business Meeting Etiquette

R.S.V.P.

When asked via phone, email, or electronic calendar to attend a business meeting, be sure to reply if a reply is requested. Some meetings are structured and spaces secured on the basis of expected attendance.



Second Commandment Business Meeting Etiquette

ARRIVE EARLY

If this is not possible, arrive at the scheduled time at the latest-but NEVER late! Do not assume that the beginning of a meeting will be delayed until all those planning to are present. If you arrive late, you risk missing valuable information and lost the chance to provide your input.



Third Commandment Business Meeting Etiquette

Come Prepared

Always bring something to write on as well as to write with. Meetings usually are called to convey information, and it is disruptive to ask others for paper and pen if you decide to take notes. If you know you will be presenting information...ensure that your material is organized and ready.



Fourth Commandment Business Meeting Etiquette

Do Not Interrupt

Hold your comment to the speaker until the meeting has adjourned or until the speaker asks for comments, unless, of course, the speaker has encouraged open discussion. Also, do not interrupt other attendees. Hold your comments to others in the meeting until after the meeting is adjourned. Conversation during a meeting is disruptive to others and inconsiderate to the speaker.



Fifth Commandment Business Meeting Etiquette

Abstain From Electronics

As the notice at the beginning of films in movie theaters requests, “Please silence cell phones and pagers.” Activate voice mail if you have it, or forward messages to another phone to be retrieved AFTER the meeting.



Sixth Commandment

Business Meeting Etiquette

Speak In Turn

- When asking a question, it usually is more appropriate to raise your hand than to blurt out your question.
- Other attendees may have questions, and speaker needs to acknowledge everyone.



Seventh Commandment Business Meeting Etiquette

Keep Your Questions Brief

When asking a question, be clear and to the point. If your question is detailed, break it into parts or several questions. But be sure to ask only one question at a time...others may have questions as well.



Eighth Commandment Business Meeting Etiquette

Pay Attention

Listen to the issues the speaker address, the questions from the attendees, and the answers provided. You do not want to waste meeting time asking a question that has already been asked.



Ninth Commandment Business Meeting Etiquette

Be Patient & Calm

Do not fidget, drum your fingers, tap your pen, flip through or read materials not concerning the meeting, or otherwise act in a disruptive manner.



Tenth Commandment Business Meeting Etiquette

Attend the Entire Meeting

Leave only when the meeting is adjourned. Leaving before the end of the meeting – unless absolutely necessary and unless you have prior permission – can be disruptive to other attendees and inconsiderate of the speaker.



Eleventh Commandment Business Meeting Etiquette

Respond to Action Items

After the meeting, be sure to complete any tasks assigned to you as expeditiously as possible; file your meeting notes or any formalized minutes for later review or to prepare for future meetings.



The background of the slide features a dark, futuristic hallway with a grid-like ceiling and floor. Two white silhouettes, a man and a woman, are walking away from the viewer down the center of the hallway. The man is on the left and the woman is on the right. The overall color scheme is dark blue and black.

Thank you