Professional etiquette
What is etiquette?

- Etiquette is the fine art of presenting yourself on the environment.
- Etiquette is defined as treating others as you would like to be treated with:
  - Consideration
  - Thoughtfulness and
  - Courtesy
- Etiquette is being polite and caring.

Manners maketh the man:

- It was true then; it is true even now
Etiquette in nutshell

Politeness
- Good manners and behavior, not offending others

Consideration
- Treating others as you would like to be treated

Thoughtfulness
- Being polite, caring with consideration and courtesy
Professionalism?

- Being sincere
- Self-motivated
- Inventive
- Goal-oriented
- Humble
- Reliable
- Self aware
- Appropriate
- Respectful
- Timely
- Ethical.
How does etiquette help?

✓ Leaves favourable impression
✓ Helps win and maintain good friends and associates
✓ Creates opportunities for advancement
✓ Helps win business
✓ Makes one feel good
Professional etiquette
Professional etiquette

1. Hygiene
2. Attire
3. Body language
4. Interactions
5. Telephone conversations
1. Hygiene

• Cleanliness

• Tidiness
Professional etiquette - Attire

2. Attire:

• 55% of the communication is based on what people see, 38% is based on tone/voice
• Attire varies with
  • occupation,
  • location and
  • preference.
• Your dress should be
  • Immaculate
  • Well pressed
  • Spotless
Professional etiquette – Attire

General dress sense should be
- Comfortable
- Appropriate
- Trendy
- Formal
- Professional
- Conservative
Attire for men

• Formal shirts – white & pale coloured or solid colours
• Avoid patterned.
• Formal trousers – black, gray, navy blue, beige or brown
• Not too tight or too loose
• Anti-crease
Attire for men

- Shirt & trouser should match. Jacket should complement trouser.
- Cotton blended and well ironed
- Wear long sleeved shirt with sleeves extending couple of centimeters beyond jacket sleeves
- One side pocket
- Do not fold the cuff
- No stickers, embroidery, additional shine etc
- Tip of the tie should end at the buckle.
- Silk tie matching trousers and shirt.
Attire for men

- Polished black or brown leather shoes with laces.
- Socks should match trousers. Avoid white.
- Clean & odourless and long socks.
- Leather belt and leather watch, if metal should fit wrist well.
- One metal pen, dark coloured leather wallet, dark coloured leather bag is adequate.
- Don’t stuff pockets.
- Avoid ornaments.
Attire

- A two- or three-buttoned suit
- Collared shirt
- Tie
- Belt, shoes and socks
- Appropriate accessories
Attire for women

- Formal skirt (at least knee length) or trouser with a jacket.
- A business suit or full sleeved tops with collars or close necks.
- Blouse should complement skirt or trouser and jacket.
- Avoid tight fitting, sleeveless clothes and bright colours.
- Soothing pastels like white, light pink, yellow, sky blue are preferred.
Attire for women

• Pump shoes work well with western attire
• Wear moderate heels, avoid heels over 3 inches
• Use comfortable footwear than trendy
• Avoid wearing sport shoes and red, gold, silver and white.
• Foot wear in neutral colours such as black, beige, blue, gray and tan are preferred
Attire

Attire for women

• Leather bag not too big
• Ear rings or studs should be small
• Wear either a bracelet or bangle
• Thin chain with small locket and an elegant watch.
• Long hair should be neatly tied back
• Light and minimal make up
Corporate Formal Attire For Women
3. Body language

- To learn about the body language gestures
- How to use the body language in work/business
- Reading peoples minds
- People lie with words, but it's not so easy with body language
Professional etiquette – Body language

Importance of body language

- 55% (body movements, face, arms)
- 38% (voice tone, modulation, pauses)
- 7% (words)
## Professional etiquette – Body language

### Gestures

<table>
<thead>
<tr>
<th>Body part</th>
<th>Movement</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye brows</td>
<td>Flashing/ raising</td>
<td>Meeting the people (I see you)</td>
</tr>
<tr>
<td></td>
<td>Frowning (bringing eye brows closer)</td>
<td>Angry</td>
</tr>
<tr>
<td></td>
<td>Raising</td>
<td>Surprise</td>
</tr>
<tr>
<td></td>
<td>One up/ One down</td>
<td>No belief or not sure about something</td>
</tr>
<tr>
<td>Nose</td>
<td>Flare</td>
<td>Fear, anger, love and disgust</td>
</tr>
<tr>
<td></td>
<td>Scratching</td>
<td>Fight (Eg.Boxers brush their nose)</td>
</tr>
</tbody>
</table>
# Professional etiquette – Body language

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<thead>
<tr>
<th>Body part</th>
<th>Movement</th>
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</thead>
<tbody>
<tr>
<td>Eyes/Pupils</td>
<td>Rubbing/hiding pupils</td>
<td>Lying</td>
</tr>
<tr>
<td>Mouth</td>
<td>Lips up</td>
<td>Smiling</td>
</tr>
<tr>
<td></td>
<td>Lips down</td>
<td>Sad</td>
</tr>
<tr>
<td>Hand over mouth</td>
<td></td>
<td>Something wrong (Children)</td>
</tr>
<tr>
<td>Hair locks/nose</td>
<td>Scratching/rubbing</td>
<td>Lies (older people)</td>
</tr>
<tr>
<td>Palm over mouth</td>
<td>Palm crossed over mouth</td>
<td>Thinking</td>
</tr>
<tr>
<td>Palm over chin</td>
<td>Palm crossed over chin</td>
<td>Thinking</td>
</tr>
</tbody>
</table>
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<tr>
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<tbody>
<tr>
<td>Chin</td>
<td>Stroking/Scratching</td>
<td>Thinking</td>
</tr>
<tr>
<td></td>
<td>Stroking chin and looking straight up or down</td>
<td>Thinking negative</td>
</tr>
<tr>
<td></td>
<td>Stroking chin and looking side wards</td>
<td>Thinking positive</td>
</tr>
<tr>
<td>Head</td>
<td>Nodding</td>
<td>Telling yes</td>
</tr>
<tr>
<td></td>
<td>Shaking horizontally</td>
<td>Indicates ‘No’</td>
</tr>
</tbody>
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Professional etiquette – Body language

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<tr>
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</thead>
<tbody>
<tr>
<td>Palms – great sign for communication</td>
<td>Palms flat</td>
<td>Submissive - begging</td>
</tr>
<tr>
<td></td>
<td>Palms down</td>
<td>Dominating – used in meetings by CEO’s, MD’s</td>
</tr>
<tr>
<td></td>
<td>Palms up</td>
<td>Warm and friendly – Speakers &amp; Politicians</td>
</tr>
<tr>
<td></td>
<td>Palms open</td>
<td>Belief and trust</td>
</tr>
<tr>
<td></td>
<td>Speedy rubbing</td>
<td>Something good is going to happen</td>
</tr>
<tr>
<td></td>
<td>Slow rubbing</td>
<td>Good for me not for you</td>
</tr>
<tr>
<td></td>
<td>V</td>
<td>Peace or victory</td>
</tr>
</tbody>
</table>

Fingers

<table>
<thead>
<tr>
<th>Movement</th>
<th>Indication</th>
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<tr>
<td>V</td>
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<tbody>
<tr>
<td><strong>Hand shakes</strong></td>
<td>Vertical</td>
<td>Best one and indicates warm and friendly gesture</td>
</tr>
<tr>
<td></td>
<td>Palm down</td>
<td>Submissive – all muscles become soft</td>
</tr>
<tr>
<td></td>
<td>Palm up</td>
<td>Dominating – all muscles become very strong</td>
</tr>
<tr>
<td></td>
<td>Double – both palms around</td>
<td>Warmth and friendly nature</td>
</tr>
<tr>
<td></td>
<td>Left hand on elbow</td>
<td>Close to a hug</td>
</tr>
<tr>
<td><strong>Arms</strong></td>
<td>Folding</td>
<td>Defensive</td>
</tr>
</tbody>
</table>
Professional etiquette – Interactions

4. Interactions

Interact to engage, relate and learn, and not to show your status, power or prowess

- Introduce yourself effectively
- Greet people by name
- Do not interrupt conversations
- Respect privacy
- Converse quietly
- Humour is good, humiliation is not.
- Avoid – value judgements, being opinionated
- Avoid comments on religion, politics, physical aspects
- Use frequently ‘Please’, ‘Thank you’, ‘Sorry’
- Understand the other person’s Point of view
Professional etiquette – Interactions

Key part of interactions is ‘MEETINGS’
The etiquette for meetings is
✓ Be fully aware of agenda
✓ Be thoroughly prepared with the topic
✓ Be on time
✓ Be precise to the point
✓ Explain the jargons, and abbreviations
✓ Sit on the assigned seat
✓ Think of your body language
✓ Do not interrupt and always have a writing pad/diary
✓ Please keep your mobile on silent mode if no urgency keep it switched off
5. Telephone conversations
Conversations should have dignity and respect. Should keep them in KISS. Telephone manners are a reflection of your personality so

✓ Pick up within three rings
✓ Identify yourself.
✓ While receiving a call use customary greetings like
  ✓ Good morning/Good afternoon
  ✓ Organisation – I am so and so
  ✓ How may I help you?
✓ While placing a person on hold – thank him for holding
Professional etiquette – Telephone conversations

5. Telephone conversations – incoming calls

- Have a pen and paper
- Minimise background noise
- Personalise the call
- Thank the caller for calling
- Wait for the caller to end the call especially if he is esteemed higher in rank.
- Never be rude
- Speak with smile
Professional etiquette – Telephone conversations

5. Telephone conversations – Outgoing calls

- Introduce yourself and your organization
- List the points you wish to speak
- Call during office hours, be clear and precise
- If the person is not available leave the message and phone number

<table>
<thead>
<tr>
<th>With each request</th>
<th>SAY PLEASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>With each request</td>
<td>SAY PLEASE</td>
</tr>
<tr>
<td>With each completion</td>
<td>SAY THANK YOU</td>
</tr>
<tr>
<td>With each gratitude received</td>
<td>SAY YOU'RE WELCOME</td>
</tr>
<tr>
<td>With each error</td>
<td>APOLOGISE</td>
</tr>
</tbody>
</table>
Professional etiquette - gist

✓ Emotions
✓ Getting too friendly
✓ Sexual harassment
✓ Distinction between personal vs professional opinion. Eg: Being at a party
✓ Boozing with co-workers at party is different from doing it in office
✓ Importance of professional ethics:
✓ Going to a restaurant where the server isn’t professional can ruin a meal and make you discontinue going there again. When applied to an organization it can be fatal.
Professional etiquette

✓ Writing emails comes under professional ethics
✓ Honesty, controlling ego, respecting your professional etiquette
✓ Pay for the service
✓ Eye contact, smile, don’t blatantly ignore people, never argue, greeting everyone, shake hands and say farewell comment – have a good day
✓ Don’t pressurize others if they don’t want to share something, don’t invade personal space, privacy

“People will forget what you said. People will forget what you did. But people will never forget how you made them feel”