

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 ?

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

Professional etiquette - Hygiene

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

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

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

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

◆ consists of:

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



Attire

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

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

Attire

Corporate Formal Attire For Women



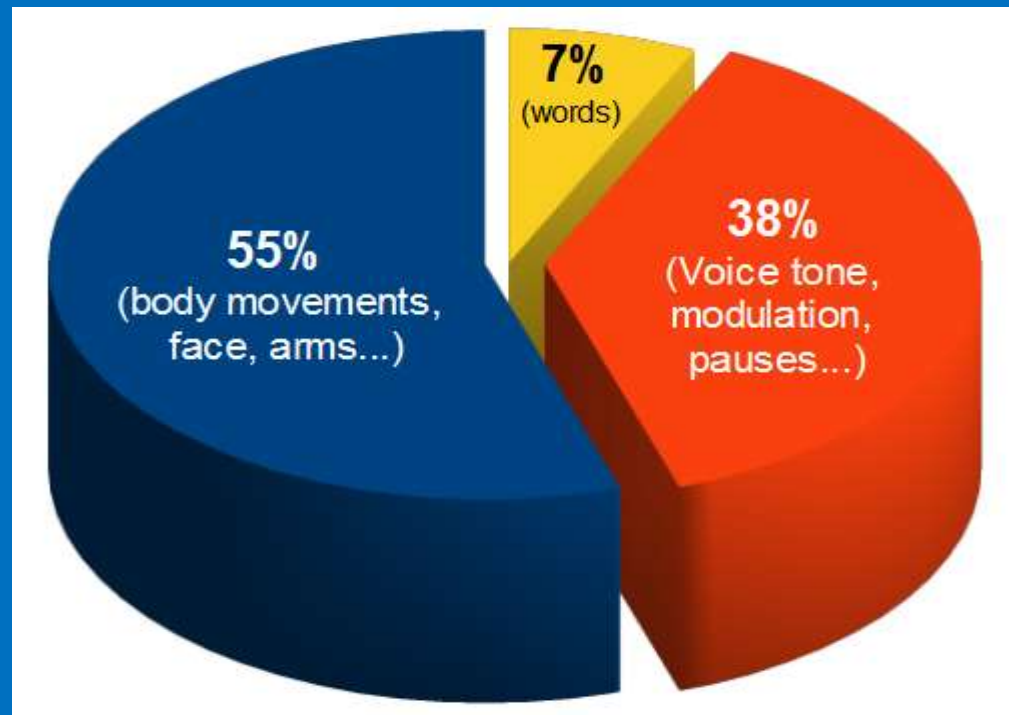
Professional etiquette – Body language

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 its not so easy with body language

Professional etiquette – Body language

Importance of body language



Professional etiquette – Body language

Gestures

Body part	Movement	Indication
Eye brows	Flashing/ raising	Meeting the people (I see you)
	Frowning (bringing eye brows closer)	Angry
	Raising	Surprise
Nose	One up/ One down	No belief or not sure about something
	Flare	Fear, anger, love and disgust
	Scratching	Fight (Eg.Boxers brush their nose)

Professional etiquette – Body language

Gestures

Body part	Movement	Indication
Eyes/Pupils	Rubbing/hiding pupils	Lying
Mouth	Lips up	Smiling
	Lips down	Sad
Hand over mouth		Something wrong (Children)
Hair locks/nose	Scratching/rubbing	Lies (older people)
Palm over mouth	Palm crossed over mouth	Thinking
Palm over chin	Palm crossed over chin	Thinking

Professional etiquette – Body language

Gestures

Body part	Movement	Indication
Chin	Stroking/Scratching	Thinking
	Stroking chin and looking straight up or down	Thinking negative
	Stroking chin and looking side wards	Thinking positive
Head	Nodding	Telling yes
	Shaking horizontally	Indicates 'No'

Professional etiquette – Body language

Gestures

Body part	Movement	Indication
Palms –great sign for communication	Palms flat	Submissive - begging
	Palms down	Dominating – used in meetings by CEO's, MD's
	Palms up	Warm and friendly – Speakers & Politicians
	Palms open	Belief and trust
	Speedy rubbing	Something good is going to happen
	Slow rubbing	Good for me not for you
Fingers	V	Peace or victory

Professional etiquette – Body language

Gestures

Body part	Movement	Indication
Hand shakes	Vertical	Best one and indicates warm and friendly gesture
	Palm down	Submissive – all muscles become soft
	Palm up	Dominating – all muscles become very strong
	Double – both palms around	Warmth and friendly nature
	Left hand on elbow	Close to a hug
Arms	Folding	Defensive

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

Professional etiquette – Telephone conversations

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

With each request	SAY PLEASE
With each completion	SAY THANK YOU
With each gratitude received	SAY YOU'RE WELCOME
With each error	APOLOGISE

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"