

Business Etiquette 101

The written and unwritten rules of etiquette as it relates to your career and professional image.



LEAP into Etiquette

- Career Limiting Behaviors
 - Breaking Habits
 - Office Gossip
 - Generational Gap
- Dress for Success
- Meeting Etiquette
- Interview Etiquette
- People Etiquette
- Dining Etiquette
- Test your Business Etiquette
- Open Discussion/Q&A

Career Limiting Behavior: Breaking Habits

- **Poor Time Management**
 - Prioritize
 - Learn to say “no”
- **Ignoring your Career**
 - Take on a high profile project
 - Increase your internal network
 - Find a mentor
 - Learn Quickly & Share Knowledge
- **Not Responding to Requests**
 - Ask for help.
 - Communicate that you can’t meet the deadline,
 - or take care of it.
- **Lack of Follow Up/Follow Through**
 - Create a project plan
 - Publish Progress
- **Failure to Follow Instructions**
 - Don’t skim, read for understanding
 - Pay attention to details before submitting projects
- **Downplaying Executive Presence**
 - Dress for the next position
 - Adjust your verbal and body language
 - Never assume you are on a first name basis

Career Limiting Behavior: Breaking Habits

- Unreliability. - Stick to your commitments
- “It’s not my job” Attitude
- Procrastination
- Resistance to Change
- Negative Attitude
- Distracted by Phone, Watch, or acting as if not interested. – Engage! And most importantly, LISTEN.



Career Limiting Behavior: Office Gossip

- It is important to distance yourself from office gossip and participating in 'the grapevine'.
- Be able to identify rumors and gossip. Be certain to have the facts before sharing information with others.
- When someone tries to share gossip with you, you can:
 - Walk away.
 - Change the subject.
 - Directly state, "I'm not comfortable talking about _____."

If you don't have something nice to say about someone.....then sit right here next to me



your  cards
someecards.com

If they gossip to you
they'll gossip about
You



your  cards
someecards.com

Let's carelessly gossip about someone who's within earshot.



someecards

Career Limiting Behavior: Generational Gap

Perception:

- Entitlement
- Declining Work Ethic
- Less Respect for Authority
- Work Independently




Reality:


- Global and competitive market = willingness to change careers for better opportunities
- Focus, Finish and Leave (Value Work/Life)
- Desire to know “Why” when asked to complete a task
- Technology driven

Embrace Generational differences. Meet in the middle.


Dress for Success




Dress for the job you want, not the one you have...



Return on Investment?
Buy an iron.



Don't be afraid to ask for guidance.



Special Event?
It's OK to ask what to wear.

Business Meeting Etiquette

- Host should send a planned agenda ahead of time with clear objectives.
- Start and stop on time. Don't wait for latecomers.
- Meetings should be focused on topics related to overall strategies.
- Allow all participants to be involved. Encourage participation.
- Encourage challenge. This is where the best ideas arise.



Interview Etiquette

- Never 'wing it' Learn all that you can about the position. Be prepared to share what you can do for the organization, and how you can make a difference.
- Arrive early (5-15 minutes).
- Be courteous to the receptionist or assistant. Give your name, appointment time, and business card (if applicable).
- Use good posture.
- Avoid using first names, unless the interviewer is familiar.
- Listen carefully and learn. Smile and be yourself.
- Relate your qualifications and your desire to do a good job.
- Do not initiate discussion about salary or benefits.
- Send a follow up thank-you note.

'People' Etiquette

- **Relationship:** The state of being mutually interested. Reverence or respect for another. To be involved, concerned.
- Maintain a database of personal knowledge on individuals in which you want to follow up or cultivate a relationship (children's names, birthdays, etc.)
- Communicate openly. Communicate ideas and requests clearly.
- Conversational taboos: Tasteless jokes, politics, religion, finances, family tragedy, health, life's disappointments...
- Safe topics: Sports, Cultural events, food and local attractions, books, movies, vacation ideas...
- Being late regularly shows selfish and disrespectful behavior.

Dining Etiquette



A. Napkin B. Salad Fork C. Dinner Fork D. Fish Fork
E. Soup Bowl F. Soup Plate G. Dinner Plate H. Dinner Knife
I. Fish Knife J. Soup Spoon K. Bread Plate L. Butter Knife
M. Dessert Spoon N. Dessert Fork O. Water Goblet P. Red
Wine Glass Q. White Wine Glass

- Immediately place napkin in your lap.
- For silverware, work your way from the outside in, towards the plate.
- Wait for everyone to receive their food before eating.
- Pass condiments to the right.
- Once used, do not place silverware on the table.
- When cutting, only cut a small amount at a time.
- When you are finished, place the silverware at 5 o'clock/10 o'clock as pictured.



Discussion. Q&A.

