



Business Etiquette

A Component of BestPrep's Classroom Plus Program

Presenter Info: Name and Company



Why Business Etiquette?

- Also known as common courtesy, professionalism or manners, etiquette is a code of behavior that defines expectations for social behavior.
- Employers have certain expectations of an individual's behavior at work.
- Professionalism is expected regardless of job type, or job skills required.



“The day you speak to someone who has their head down but lifts it up and smiles, you realize how powerful it is just to open your mouth and say,

‘Hello.’”



The Basics:

The power of “Hello”

- Hello... good morning... how’s it going.....hi, how are you?
- Every person deserves to be acknowledged, however small or simple the greeting
- Every person deserves to feel someone acknowledge their presence
- The act of greeting co-workers in the morning is powerful – the absence of this is damaging, and tears apart teams

HOLD THE DOOR
SAY HELLO
SMILE
USE “PLEASE” AND “THANK YOU”
OFFER TO HELP

Let's Practice!

1. Find **3** people and...

- Give a firm handshake
- Say hello/good morning/etc. in a positive way (think as if you are interviewing)

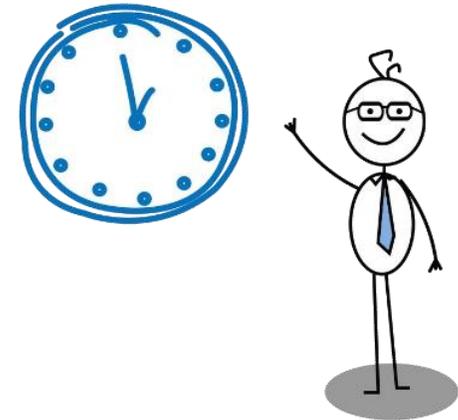
2. Head back to your seat!



The Basics:

Make it a Priority to Be on Time

- If you're late for work or meetings, you're giving the impression you don't care about your job
- Value your employer's time
- Show up at least a few minutes early
- Return from breaks on time



The Basics:

Don't Be a Grump

Don't be grumpy



Please

- Leave the bad mood at the door
- Realize everyone has bad days
where we are not feeling our best
- Don't take your personal
problems out on co-workers

The Basics: Dress Appropriately

- Know your employer's dress code, and follow the rules
- Clothing needs to be neat and clean
- Makeup and hairstyles should be subtle and neatly styled
- Some employers will require tattoos to be covered during work hours



What Not to Wear (In Office)



Office Attire - Men

DRESS CODES
MEN'S



Business - Formal



Business



Business Casual



Smart Casual



Casual

Office Attire - Women

DRESS CODES
WOMEN'S



Business - Formal



Business



Business Casual



Smart Casual



Casual

The Basics: Watch Your Mouth

- Swearing/cursing has no place in most workplaces
- Realize your words may offend others around you
- Avoid discussing political or religious issues, unless it's pertinent to your job
- If you wouldn't say it to your grandmother, don't say it at work

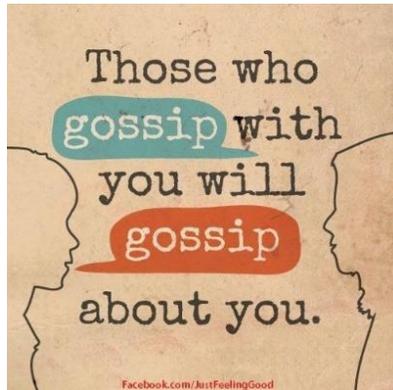


The Basics:

Offer Assistance to Colleagues

- Build others around you “up”
- Help co-workers when overburdened
- Don't be afraid to share knowledge, or just an extra pair of hands
- But don't be too pushy! If they refuse help, don't push it

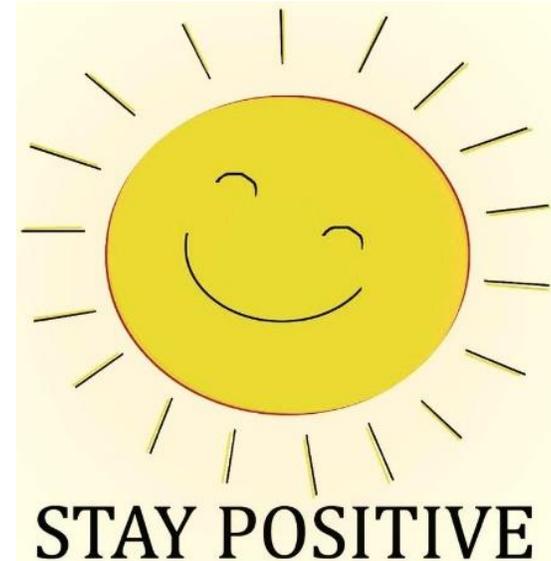
The Basics: Don't Gossip



- Never talk about others behind their backs
- Gossip makes you look unprofessional and immature
- If there's something that needs to be reported in the workplace (sexual harassment, bullying, etc.), please consult with your manager or HR

The Basics: Stay Positive

- Negativity is contagious
- If you complain non-stop, you are bringing other down in the workplace
- If something needs to be fixed or resolved in the workplace, consult with your manager or HR



The Basics:

Don't Hide From Your Mistakes

- Always own your mistakes (and they will happen) and do your best to correct them
- Never blame others for your errors
- Set an example for others that you can admit when you make a mistake and move forward from it



The Basics: Always Play Fair

- If/when you have disagreements with co-workers, or your boss, don't get angry
- Just say no to door slamming, screaming, name calling and other outbursts
- Either calmly explain your opinion, or walk away if you're not ready to maintain a calm demeanor

The Basics: **Don't Lie**

- Dishonestly always makes you look bad
- A true professional is always up front
- Don't lie about being sick – take a personal or vacation day if you need a day off

The Basics: Don't Air Your Dirty Laundry

- Do not share too much information in the office
- Be cautious about to whom you confide in the workplace
- Never share personal matters in from of customers or clients



Key Habits of Successful People

- **Be Proactive!** *You're in Charge!*
- **Begin with the End in Mind!** *Have a Plan!*
- **Seek First to Understand, Then to be Understood!** *Listen Before You Talk!*

Etiquette, Professionalism & Teamwork

- The relationships you form while on a team can play into how successful your team is.
- If you are not extending common courtesy, or acting professionally, you are undermining teamwork.



Turn & Talk



1. Find a **partner or two**.

2. Discuss the following:

- How many of you have worked on a group project where one member of your group won't put in the effort?
- How do you feel when that happens?
- What do you do? Try to pick up their slack?

3. We will come back and share as a group.



Teamwork in Action

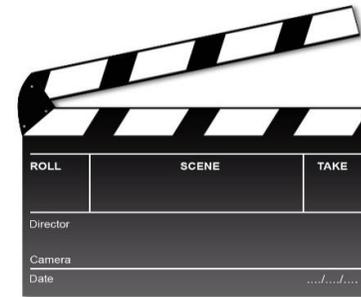
Teach/Model



Help/Mentor



Take Action!



Community

- Your workplace is a community.
- Employers expect that employees will develop cooperative work relationships and deal openly with problems.
- Learning to be a part of a community can be as valuable as your formal education.
- Business etiquette and professionalism are the first steps toward building relationships with others and therefore building community.

Student Survey



Thank You!

BestPrep gratefully acknowledges the support provided by several volunteers to offer Business Etiquette as a part of Classroom Plus.

