

WORLD OF WORK SHOW CASE



WORKPLACE ETIQUETTE

REGIONAL MANAGEMENT SERVICES INC.

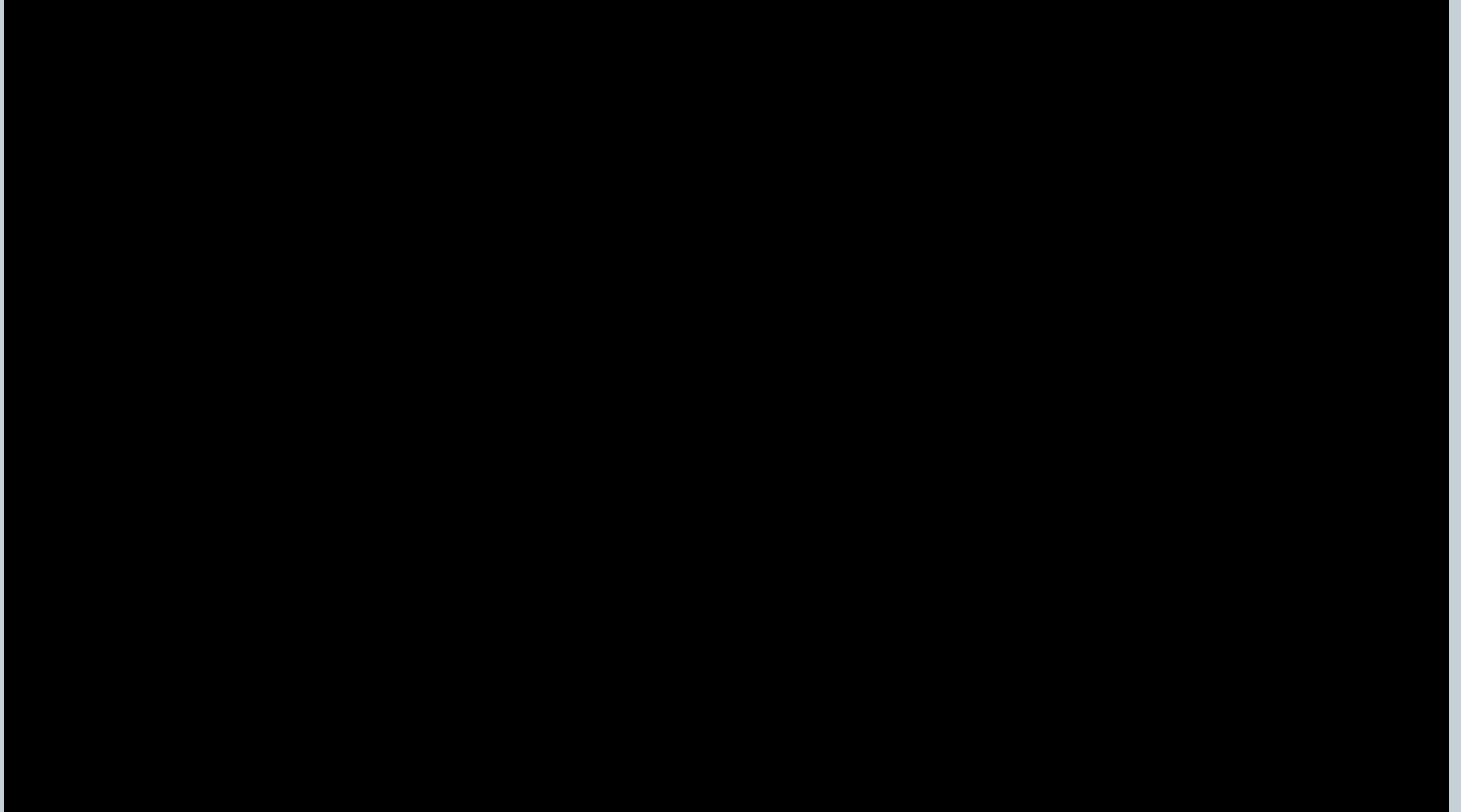
Today's Presentation



- What is meant by workplace etiquette
- The importance of workplace etiquette
- Best practices to be observed in the workplace
- How to use your cell phone, telephone and e-mail at work
- How to behave at the workplace



VIDEO PRESENTATION



WHAT IS WORKPLACE ETIQUETTE?



It is a code of social behaviour.

- It is about knowing how to act
- Setting good examples



Office Etiquette



- Office etiquette is the customary code of behavior that you're expected to observe in the workplace. The rules of etiquette define what manners are appropriate and what conduct you should try to avoid.



Good Office Etiquette



- Offer a polite greeting
- Make conversation
- Be mindful of others
- Give the customer your undivided attention
- Don't eat at the work station
- Keep your surrounding clean
- Place your mobile phone on silent
- Don't conduct private calls and business in the present of customers.



BREACHES OF WORKPLACE ETIQUETTE



- Cursing
- Excessive workplace gossip
- Drinking on the job
- Leaving without telling any one / without permission
- Abuse of personal telephone calls
- Eating some one else's food from the fridge
- Bad hygiene
- Personal bad habits
- Wasting resources

WHY PRACTICE GOOD WORKPLACE ETIQUETTE?



- It can lead to promotion
- Can result in being given choice of assignments
- You can be passed over for employment termination



USE OF CELLPHONES, TELEPHONES AND E-MAIL AT WORK



- Cell phones are disruptive
- You should use good and grammatically correct language while writing e-mails.
- While talking to your seniors or juniors on the telephone, be polite and listen to what they are saying carefully.
- Answer phone calls and e-mails in a timely manner.
- **Social No-Networking**
Limit your social activities in the virtual world, while you are at work.



TIPS ON WORKPLACE ETIQUETTE



- Punctuality
- Dress Appropriately
- Stay away from gossip
- Greeting People
- Respect People (religion, opinions)
- Respect your seniors and colleagues
- Avoid wearing scented products (perfumes, deodorants)
- Be sociable



Tips on Workplace Etiquette



- Avoid telling jokes that could be consider offensive or sensitive
- Seek to discuss and solve problems
- Avoid speaking loudly
- Conduct yourself appropriately
- Be very careful while interacting with the other employees and especially with female employees
- Avoid intimate Relationships

IMPACT ON WORK ETIQUETTE ON TEAM BUILDING



- Courtesy and respect helps to build your team
- It elevates you as an individual and helps one to gain promotion
- Improves work relationship
- It helps to developing professionalism



HOW TO DEVELOP AND IMPROVE YOUR PROFESSIONAL ETIQUETTE



1. Watch your body language.
2. Make first impression count.
3. Keep conversations on track.
4. Cultivate a positive work environment.
5. Dress for success.
6. Present a positive, professional image.
7. Being conscious of how you treat co-workers and clients
8. Show a positive work attitude



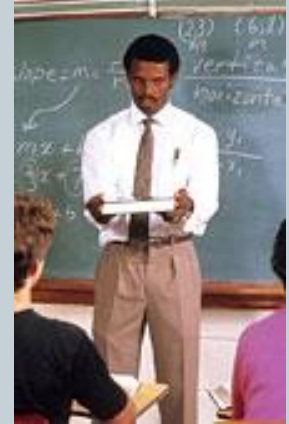
POINTS TO REMEMBER



- Each workplace and office setting has its own culture and norms
- Understand the culture of your workplace and requirements of the job.
- Proper workplace etiquette practices do not only make the workplace a pleasant place to be in, but ensure that the work which needs to get done, gets done, and gets done well.



Workplace Etiquette can be crucial to your career. Manners are a big part of your non-verbal Communication.



ACTIVITY



Review the current practices within your organization and identify ways to improve on the workplace etiquette.

