

# **Industrial Exposure and Corporate Etiquettes**

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**Part - I**

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## □ Etiquette- Meaning, its need and Types of etiquettes

- Etiquette in simpler words is defined as good Behaviour which distinguishes human beings from animals.
- Human Being is a social animal and it really important for him to behave in an appropriate way.
- Etiquette refers to behaving in a socially responsible way.

Therefore, etiquette refers to guidelines which control the way a responsible individual should behave in the society.

## ■ Need for etiquettes

- Etiquette makes you a cultured individual who leave his mark wherever he goes.
- Etiquette teaches you the way to talk, walk and most importantly behave in the society.
- Etiquette is essential for an everlasting first impression. The way you interact with your superiors; parents, fellow workers, friends speak a lot about your personality and up-bringing.
- Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty in the individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.



## Types of etiquettes

1 Corporate Etiquette

2 Meeting Etiquette

3 Internet and Email Etiquettes - Netiquette

4 Telephone Etiquette to Improve Communication

5 Interview Etiquette - Codes of Conduct for Interviews

6 Employer Etiquette

7 Visiting Card Etiquette

8 Clothing Etiquette

9 Desk Etiquette

10 Office Lunch Etiquette

11 Office Party Etiquette

12 Office Toilet Etiquette

## ❖ Corporate Etiquettes

- Corporate Etiquette refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. Don't loiter around unnecessary or peep into other's cubicles.
- Corporate Etiquette refers to set of rules an individual must follow while he is at work. One must respect his organization and maintain the decorum of the place.
- Corporate Etiquette refers to behaving sensibly and appropriately at the workplace to create an everlasting impression.
- No one would take you seriously if you do not behave well at the workplace. Remember we can't behave the same way at work place as we behave at our homes. One needs to be professional and organized.



## ■ Corporate Etiquette - Do's and Dont's

- Never adopt a casual attitude at work.
- Don't peep into other's cubicles and workstations.
- Put your hand phone in the silent or vibrating mode at the workplace.
- Don't open anyone else's notepads registers or files without his permission.
- Stay away from nasty politics at the workplace. Avoid playing blame games.
- Keep your workstation clean and tidy.
- Never criticize or make fun of any of your colleagues.
- Take care of your pitch and tone at the workplace.
- Pass on information to all related recipients in the desired form
- Reach office on time.
- Park your car at the space allocated to you.
- Never ever drink while you are at work.
- Do not leave the restroom with taps on.
- Female Employees should stick to minimal make up.

## ■ Interacting with Co-Workers

- It is essential for an individual to behave in a socially acceptable way. Etiquette helps an individual to be different and stand apart from the crowd.
- One needs to be serious and a little sensible at the workplace.
- Respect your fellow workers
- Spreading baseless rumours about fellow workers is something which is not at all expected out of a professional
- Be cordial to all
- Help your colleagues in whatever way you can
- Be polite to your fellow workers.
- Too much of friendship at the workplace is bad
- Never overreact.
- Avoid taking sides at the workplace
- Avoid being rude to anyone
- Avoid criticizing others

## ▪ **Benefits of Business Etiquette**

Etiquette is vital in the business world. We all use our etiquette skills to a certain degree each time we speak to a coworker, use the phone or interact with customers.

Companies can ensure that their employees have good business etiquette skills by using the services an institute that offers business etiquette training.

Professional etiquette training is beneficial for companies and individuals.

The professional success of an individual depends on how well he or she can build strong relationships.

When an individual succeeds, the company that he or she works for will also succeed.

Employees who undergo training will learn how to build stronger, better and more successful relationships.



## ■ Benefits of Business Etiquette Cont...

**The following are 5 benefits of business etiquette training:**

### **1. Enhances relationships in the workplace**

The focus of professional etiquette is respect for others. It paves the way for a civilized and a collaborative corporate culture. Most basic professional etiquette rules are common courtesies like not checking email during meetings, not speaking loudly all the time and not barging into another person's office unannounced. If workers abide by professional etiquette principles, many distractions associated with the workplace like personality clashes and gossip can be eliminated. Workers will also not allow their personal feelings to affect their behavior in the workplace.

### **2. Promotes business growth**

Business Etiquette can open up many doors. Prospective clients often judge an organization by how they are treated by its employees. People who are able to communicate well and are comfortable in different professional situations inspire trust easily. When employees undergo training, they learn how to handle themselves at business lunches and high stake meetings. They can then impress others with their people skills and versatility.

## ▪ **Benefits of Business Etiquette Cont...**

### **3. Enhances impression**

People usually judge others depending on how they carry themselves in professional and social situations. If an individual does not know the proper way of shaking someone's hand or offering a business card, others may question his or her business skills. Training can help professionals portray confidence when meeting others in the boardroom or face to face.

### **4. Helps professionals gain business travel etiquette**

Knowing how to behave when meeting people in a country that has a different culture is essential. Note that what is perceived as respect in a particular culture may be perceived as disrespect in another. Through business etiquette training, professionals can learn about the differences in cultural behavior. They will therefore know the best way to behave when meeting other professionals and clients in different countries.

## ▪ Benefits of Business Etiquette Cont...

### **5. Enhances non-verbal communication**

Most organizations these days use nonverbal communication. Etiquette is also important in digital interactions. By undergoing training, employees can send emails and text messages in the right way.

Lacking business etiquette can limit the potential of a business or individual and jeopardize relationships which are fundamental to success. You should therefore make sure that all your employees have good business etiquette skills. You can let the London institute of Corporate Training assist you in this matter.

The training we offer will let your employees know what is expected of them and how to perform in the workplace. It will also help your employees to work together in harmony. A positive atmosphere in the workplace promotes productivity and ultimately leads to business success.

## ❖ Meeting Etiquettes - Codes of Conduct while attending Meetings

- Meetings are an important part of corporates where employees sit together on a common platform, exchange their views and opinions and reach to a solution benefitting the organization and mutually acceptable to all.
- Meeting Etiquette refers to codes of behaviour an individual ought to follow while attending meetings and discussions at the workplace.

### ▪ **Some meeting etiquette as follows:-**

- Try to find out what the meeting is all about.
- Never attend meetings without a notepad and pen.
- Always keep your cell phone on the silent or vibrator mode.
- Do not attend phone calls during meetings unless it is an emergency.
- Superiors must create an agenda before every meeting.
- Never be late for meetings
- Chewing gum during meetings is childish and must be avoided

## ■ Some meeting etiquette as follows cont...

- Be a good listener.
- Sit wherever you find a place. Do not run here and there.
- Do not enter the meeting room once the meeting has already begun It disturbs others.
- Avoid taking your cups of coffee or tea to meeting rooms unless and until advised by superiors
- Fiddling with pen or notepad is one of the major distractions in meetings
- The one chairing the meeting must speak loud and clear.
- Meetings ought to be interactive and allow employees to come up with their suggestions and valuable feedback. A question answer round must be kept at the end for employees to clear their doubts.
- Once the meeting is over, minutes of the meeting must be prepared and circulated across all departments for them to take necessary action
- Use Whiteboards, projectors, graphs, pointers, slides for better clarity.
- Do not convert the meeting room into a battle ground. Speak politely and do respect your colleagues.
- Never attend meetings in casuals. Follow a professional dress code.

## ❖ Internet and Email Etiquettes - Netiquette

- Etiquette helps individuals behave in a socially responsible way. In simpler words, etiquette transforms a man into a gentle man.
- Remember employees need to behave sensibly and appropriately to make their position secure at the workplace. No organization likes to have someone who lacks etiquette. Respect the place where you earn a living for yourself.

**Communication plays a pivotal role in getting things done in the right way.**

Netiquette also called Internet Etiquette refers to a set of rules an individual needs to follow while communicating through mails, writing blogs, sharing views on online portals or any other online forum.

### ▪ Some Internet Etiquette:

- Make sure emails are self-explanatory.
- Don't use capital letters in emails unless and until it is the first alphabet of a word.
- Be crisp.



## ■ Some Internet Etiquette Conti...

- The subject line ought to be meaningful and relevant.
- Start your mail with formal greetings.
- Format your emails correctly.
- Keep all related members in loop.
- All official emails must have signatures at the bottom.
- Avoid writing offensive emails to anyone
- Take care of your font style and size.
- Make sure you reply to all your mails.
- Don't write anything in your mail which might fall back on you.
- Employees should not open illegal or porn sites at workplace.
- Take care of spelling errors, punctuation marks and grammar.
- Avoid using short forms or abbreviations in official mails.
- It is important to respect other's privacy.
- The mail meant for a particular individual should be marked only to him.
- Use words like “regards”, “thanks”, “yours sincerely” to close your mails.
- Avoid attaching heavy files to your mail.
- Do not upload objectionable photographs in any networking site.
- Respect the other person's views while sharing information on various online forums.

## ❖ Telephone Etiquettes to improve Communication

- Telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas. Got a brilliant idea and want to convey it to your friend staying out of the country, use the telephone. Telephone is one of the easiest and cheapest modes of communication

### ■ **There are Some Telephone Etiquettes are following :**

- Always remember your voice has to be very pleasant while interacting with the other person over the phone.
- Never call any person at odd hours
- In any official call, don't use words like "Any guess who I am?"
- Make sure your content is crisp and relevant.
- After dialing, always reconfirm whether the person on the other side is the desired person whom you want to interact with.
- Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call.
- Never put the second party on a very long holds.
- While interacting over the phone, don't chew anything or eat your food.

■ **There are Some Telephone Etiquettes are following Conti... :**

- After completing the conversation, don't just hang up.
- Always speak each and every word clearly.
- Don't take too long to pick up any call.
- In professional talks, never keep the conversation too long as the other person might be busy.
- If you are not the correct person and the speaker needs to speak to your fellow worker always say "one moment please- I will call him in a minute".
- Decrease the volume of the television or turn off the speakers while speaking over the phone as noise acts as a hindrance to effective communication
- If there is any disturbance in the network, don't just keep speaking for the sake of it; try to call after sometime with a better line.

## ❖ Interview Etiquettes - Codes of Conduct for Interviews

- Etiquette refers to good manners which help transform a man into a gentleman. An individual must behave well in public to gain respect and appreciation from others. It is essential to behave in a socially acceptable way.
- Interview is nothing but an interaction between the employer and potential employee where the employer tries to judge the individual on various parameters for prospective employment in organization.
- An individual must do well in interviews to be a part of his dream job.

### ▪ Some interview etiquette:

- While appearing for telephonic interviews, make sure you have your resume in front of you.
- An individual must be present at the interview venue before time.
- Avoid going by public transport that day.
- Enter the interviewer's cabin with confidence.
- Make an eye contact with the interviewer.
- Be honest with the interviewer.
- Take care of your pitch and tone.

## ■ **Some Interview Etiquette Cont...**

- Stay calm (Avoid being nervous during interviews).
- One must sit straight for the desired impact.
- Keep your cell phone in the silent mode while attending interviews.
- Chewing gum during interview is childish.
- Do not fold your resume; instead keep it in a proper folder.
- Slangs and one-liners must not be used in interviews.
- Avoid cracking jokes with the interviewer.
- Once you are done with the interview, do not forget to thank the interviewer.

## ■ **Tips for Conducting Interviews**

- Whether it is a job interview or a follow-up interview with selected respondents who filled a survey questionnaire, it is essential that right questions are asked.

However, asking a right question is just not it... There is more to conducting effective interviews.

## ▪ Tips for Conducting Interviews Cont...

### **Interview Conversation Can be Made Effective Through Followings :**

- 1. Avoid distraction in the meeting area.**
- 2. Make the candidate comfortable**
- 3. Racial / Sexual Bias.**
- 4. Invite questions.**
- 5. Make Notes.**
- 6. Interview Approach.**
- 7. Interview Questions.**
- 8. Company Policy & Procedures.**

Finally, make sure the candidate is involved in the interview and it is not just one way.



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# Thank You

