Business Etiquette – Dos and Don’ts

OH, CARP. THIS IS THE THIRD TIME TODAY THAT I WILL WALK BY THIS SAME GUY IN THE HALL. I BARELY KNOW HIM.

THIS IS SO AWKWARD. THE FIRST TIME, I SAID “HELLO.” THE SECOND TIME WE BOTH MADE THOSE CLOSED-MOUTH GRINS AND ARCHED OUR EYEBROWS.

WHAT DO I DO THE THIRD TIME?

...SO I PULLED THE FIRE ALARM.

I DON’T THINK MISS MANNERS IS GONNA BACK YOU ON THIS ONE.

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Business Etiquette: Dos and Don’ts: How to Get and Stay Ahead in the Workplace*

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*special thanks to Flor Hernandez for photoshopping office pictures
Session Overview

- General Introduction
- Part I: Behavior While on the Job
- Part II: Netiquette Overview
- Part III: Handling Conflicts
- Closing Remarks
Higher Education Vs a Business Setting

- True/False Question #7

- Working in the higher education environment and working in a business environment are virtually identical.

- False
Higher Education Vs a Business Setting

Higher Ed is –
- Less formal
- A more relaxed dress code
- Slightly less strict on breaks, etc.
- No punch clocks, generally
- Often easier to acquire college work
- Regular work hours usually

A business setting is –
- Profit-driven for everything
- More susceptible to economic downturns
CAROL, I NEED YOU TO FILL IN FOR OUR RECEPTIONIST TODAY.

REMEMBER, YOU WILL BE THE FACE OF OUR COMPANY, THE FIRST IMPRESSION FOR VISITORS.

IF ANYONE OFFERS YOU FOOD, DON'T EAT IT.
First Impressions

- True/False question #2
- You never get a second chance to give a good, first impression.
- True
First Impressions

- Redeem yourself?
  - Job interview?
  - Work situation?
Honesty and Other Business Sense Axioms

- Be Honest
- Keep Your Word
- Admit Mistakes
- Be Punctual
- Choose Your Words Carefully
- Handle Conflict With Grace
The Essence of Etiquette

True/False Question #16

When interacting with others, it’s often best just to speak your mind even though it might hurt someone’s feelings.

False
The Essence of Etiquette

- Putting others at ease
- Consideration and sensibility
True/False Question #5

It’s okay to come in a few minutes late, as long as you don’t make a habit of it.

True
Honor Working Hours

- Personal Business on Company Time
  - Personal Calls
  - Web Browsing
  - Email
Positive Reinforcement

uhh!

Sara, I hesitate to add anything new to your plate...

but you do such a wonderful job with everything!
Positive and Supportive

- Open mind to new ideas
- A little bit of encouragement can go a long way
- Finding the good in something
Follow Through

- Completing task
- Reputation
- Give recognition
Chris, while I hesitate to break your concentration and interrupt your train of thought...

I was wondering if you could help me with a password?

Using Tact
True/False Question #10

It’s okay to tell someone a white lie if the result of not doing so may embarrass someone.

True
Tact

- “White lie”
- Social setting
- Work related?
- Manner in which you communicate
You're beginning to assert yourself, and this is great.

No, Chris, I don't want any of your stale, leftover coffee.
Be Assertive, Not Aggressive

- You have a right to speak up
- Be respectful
- Use assertive language
- Avoid aggressive language
Solve Your Own Problems as Much as Possible

- Conflict is inevitable
- In conflict, treat others with respect, civility, and courtesy
- Getting along with others is an invaluable skill that your boss will notice!
True or False Question #6

It’s important that you maintain good eye contact when shaking someone’s hand.

True
Ten Types of Handshakes
Part I: Behavior While on the Job
Good Listening Skills

I heard Don stole his prize-winning chili recipe from Dave!

Really?
Listening – Use Empathic Listening

True/False Question #17

Selective listening is often considered a good approach to take as it allows you to focus on the topics that most interest you during the discussion.

False
Listening – Use Empathic Listening

- Selective listening
- Empathic listening
- Facilitative listening
Listening - Interrupting

True/False Question #12

When you are in a formal setting, it’s often considered inappropriate behavior to interject comments when someone is speaking.

True
Listening - Interrupting

- Best not to interrupt
- Setting?
- Good business etiquette
True/False Question #19

When you are in a conversation with someone and they ask you a question, and you pause a bit before responding, this makes you seem indecisive and confused.

False
Listening – Pause before you reply

- Focus on the answer
- Reframe the question
- Induce anticipation
Listening – Unsolicited advice

True/False Question #13

A general rule of thumb is not to give your coworkers any advice on some work related issue, unless they ask for it.

True
Listening – Unsolicited advice

- Receptivity to advice
- Work-related context
Communication Skills

- Making Conversation
- Six Conversation Stoppers
- Sharpen Written Communication Skills
Cubicle Courtesy

Dave, I'm nominating you for Employee of the Month!

Your phone voice is low and you often use hand signals to communicate politely with Don.
True/False Question #18

When your workspace is a cubicle, it’s best to avoid speakerphone conversations with others so you won’t disturb your nearby neighbors.

True
Communication Skills - Cubicle Etiquette

- Keep voices low
- Keep personal phone calls to a minimum
- Music
Away from office - conference

True/False Question #3

When you are attending professional conferences away from the office, it’s okay to skip meetings indiscriminately.

False
Away from office - conference

- Obligation
- Must attend every meeting?
Part II: Netiquette – Electronic Etiquette
Significant drop in our complaints!

Now that we forward all our calls to a Taiwan Thinktank!

Innovative Phone Techniques
Office Phone Skills

True/False Question #1

Due to our society’s need for instant gratification, you must return your voice mail messages less than one hour after they are sent.

False
Office Phone Skills

- Returning voice mail messages
- Voice mail messages and greetings
- Be prepared when making phone calls
- Focus on listening
Email Tips

True/False Question #14

When sending email from a mobile device, people know that you are not using a full keyboard so it’s okay to misspell words and not be as careful with grammar as you ordinarily would if you were sitting at your office desk.

False
Email Tips

- Proofread carefully still
- Withstand scrutiny of local newspaper
True/False Question #15

When you are responding to an email, it is expected that you always copy everyone in the original email.

False
Email Tips

- It depends
- Sender needs ideas – okay to copy everyone
- Sender needs information, and this is only pertinent to the sender – don’t copy everyone
Email Tips

- True/False Question #20
- Never send an email when you are upset.
- True
Email Tips

- You may regret what you said
- It may make you look unprofessional
- Best to wait a few hours, a few days, or never send it at all
Other Electronic Technology

○ Cell Phones
  - Use discretion in the office
  - Turn off or silence when in meetings
  - Discuss business on land lines as much as possible
  - Keep ringtones low

○ Technology in Presentations
  - Do a run-through
Part III: Office Conflict
SO TED HAS BEEN TRAINING YOU FOR THE PAST SIX MONTHS.

BASED ON YOUR WORK, I’D SAY HE’S PLAYING THE WORLD’S LONGEST PRACTICAL JOKE ON YOU.

SOMETIMES THERE’S A FINE LINE BETWEEN CRIMINALLY ABUSIVE BEHAVIOR AND FUN.
Office Conflict

True/False Question #8

When coping with staff conflict in the workplace, it is best if you can ask clarifying questions, be willing to compromise, engage in passive listening, and try to put yourself in the other person’s shoes.

False
Office Conflict

- Try to be an active listener
  - Ask clarifying questions
  - Be engaged in the activity
  - Restrict comments to behaviors, not personalities
True or False Question #11

When your boss tells you to do something, you just do it, with no questions asked, if you want to stay in his or her good graces.

False
Office Conflict - You to Your Supervisor

RESPECT IS THE KEY
Office Conflict - You to Your Supervisor

- Try to understand your supervisor’s point of view
- Do your best to understand your supervisor’s priorities
- Attempt a heart-to-heart discussion
- Always keep your cool
- If all else fails, consider transferring
THANKS FOR MAKING THAT PRODUCT MOCK-UP LAST WEEK. THE CUSTOMER LIKED IT SO MUCH THAT HE ORDERED A THOUSAND!

THAT WAS A **MOCK-UP**! WE DON'T MAKE THAT PRODUCT YET. IT WOULD TAKE THREE YEARS TO MAKE ONE.

JUST GIVE ME A THOUSAND MOCK-UPS. THE FIRST ONE WAS TERRIFIC!

THE MOCK-UP WAS OUR COMPETITOR'S PRODUCT WITH DUCT TAPE OVER THE LOGO.

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Closing Remarks – Positive Thanking

- The Power of Positive Thanking
  - Gifts are not always tangible
  - Express gratitude and appreciation
  - A handwritten “Thank You” is worth a thousand words

- Be Considerate
  - Try to give others the benefit of the doubt
MOVING FORWARD, WE'LL GO AFTER THE LOW-HANGING FRUIT AT THE END OF THE DAY.

HA HA!

I LIKE THE WAY YOU USED HUMOR TO MOCK THE VACUOUS WAY MANAGERS SPEAK.

WHICH PART WAS HUMOR?

I'LL JUST BE QUIET NOW.

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Closing Remarks - Humor

- True/False Question #4

- When in a business meeting you must always be on your guard, exercising appropriate meeting etiquette, never engaging in any levity.

- False
Closing Remarks - Humor

- Maintain your sense of humor
- Don’t take everything so seriously
- Levity may help to put others at ease
Closing Remarks – Burning Bridges

True/False Question #9

Employees who engage in illicit behavior in or out of the office run the risk of losing their self-respect – and their job.

True
Closing Remarks – Burning Bridges

- Like it or not, you represent UTSA on or off the job
- You never know when your actions will present a roadblock to your career
- Try not to alienate yourself
- Above all,
  - Professional
  - Respectful
  - To thine own self be true
The End