



## Essential English & Employability:

Topic:

**Speaking Etiquette**

# **Team no:8**

Devika-5639

Pranaya-5643

Srilatha-5647

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## what is etiquette?

**Etiquette is about  
kindness, it is about  
being friendly, polite,  
integrity, good  
manners**

\*\*\*Etiquette helps us know how to treat others.

\*\*\*Etiquette helps us to know how to behave and conduct ourselves in different environments.

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Good Manners & the 3  
Principles of Etiquette

**\*\*\*Manners are important because they outline the basics of how we should behave and how we expect others to behave towards us.**

1.

## Respect

Respect involves acknowledging someone else's worth and doing intentional acts to show that you care about another person.

like==Giving someone your full attention

2.

## Consideration

Consideration means having empathy for another person and conducting yourself through thoughtful behaviour when interacting with someone else.

like==Saying please and thank you

3.

## Honesty

Honesty is the act of being truthful, acting sincerely, and acting with integrity.  
like==Not lying or cheating to get ahead

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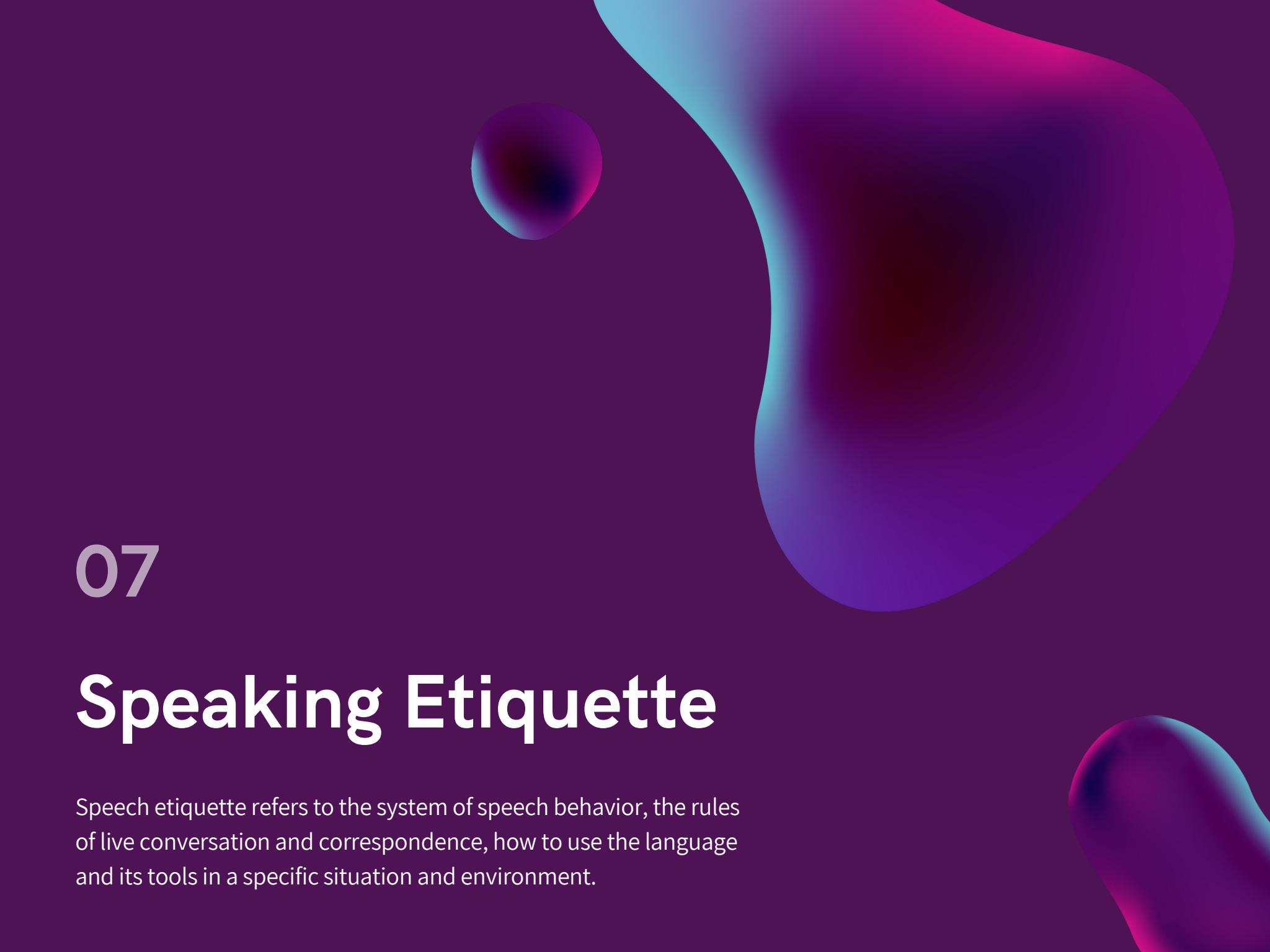
## **types of etiquette**

### **1.social etiquette**

-it refers to the various social behaviours that occur between your family, friends and colleagues or even strangers.

### **2.business etiquette**

-it is based on hierarchy&power



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# Speaking Etiquette

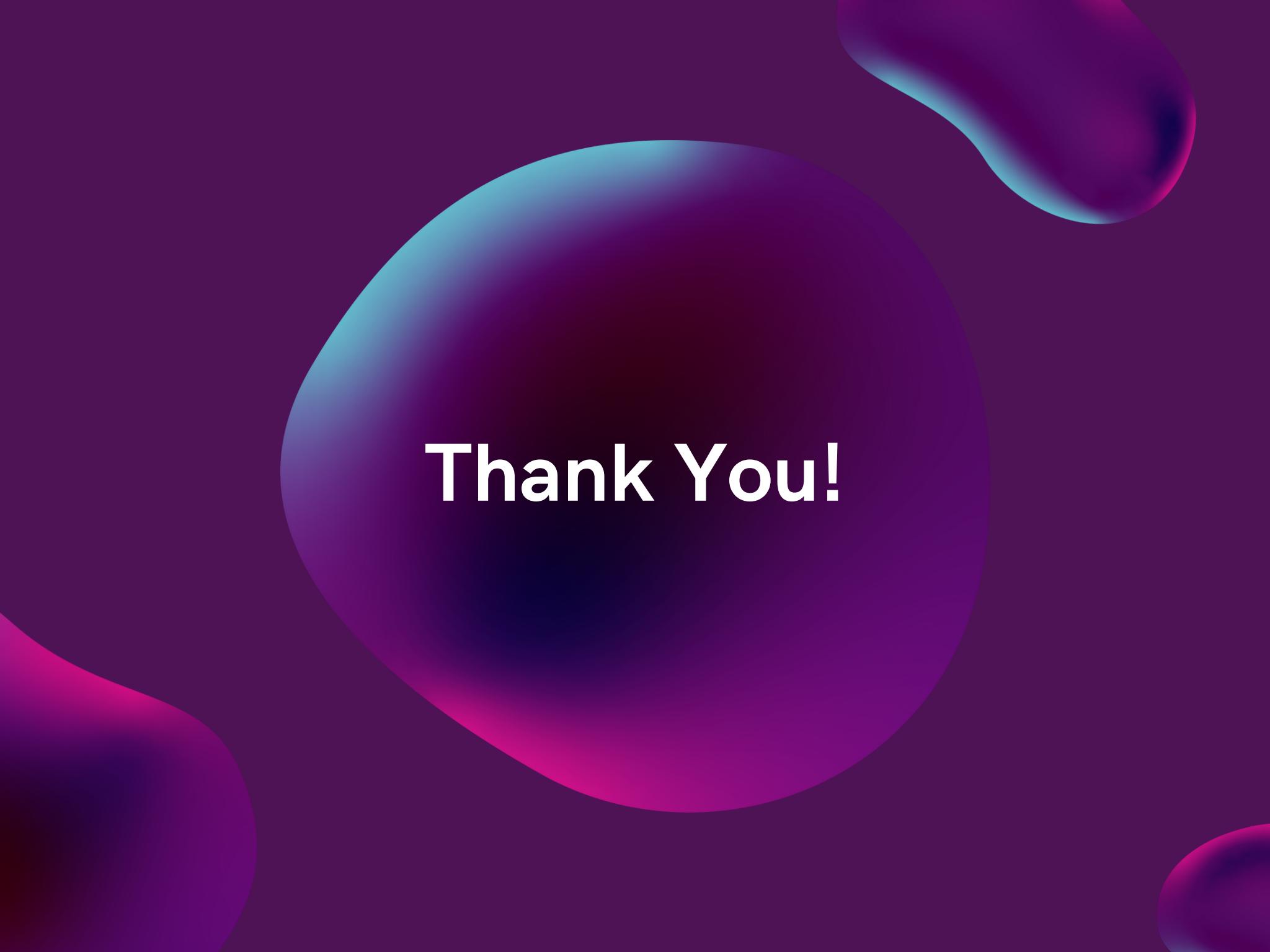
Speech etiquette refers to the system of speech behavior, the rules of live conversation and correspondence, how to use the language and its tools in a specific situation and environment.

## Tips to make conversations using good manners:

- Make “please” and “thank you” part of your daily conversation
- Avoid awkward words such as um, huh, hmm, nah and yeah. Instead, pause and think before speaking.
- Keep your tone of voice pleasant



- Break the ice by asking questions such as, “Where are you from?” or “What are your hobbies?”
  - Be a good listener by nodding your head and making eye contact.
  - Make “please” and “thank you” part of your daily conversation.
  - Take care with “friendly put-downs” that actually tend to hurt and are not really funny like you intend, i.e. “shut up” or “so what.”

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Thank You!