

Navigating Professional Relationships: Etiquette, Professionalism, and Networking



Samudini Nagasena

What do we mean by ‘Etiquettes’

- ❖ **Etiquette refers to guidelines which control the way a responsible individual should behave in the society.**
- ❖ It's about showing yourself and the people around you respect, which, believe it or not, is in quite short supply these days.
- ❖ Further it refers to the various social behaviours that occur between your family, friends and colleagues or even strangers. Proper social etiquette requires following certain social norms in order to live and coexist with others in harmony. If done right, it can help you establish trust and reliance and even assist with the building of long-term relationships.

Etiquette in our daily lives

Social Etiquette



Religious Etiquette



Dining Etiquette



Telephone Etiquette



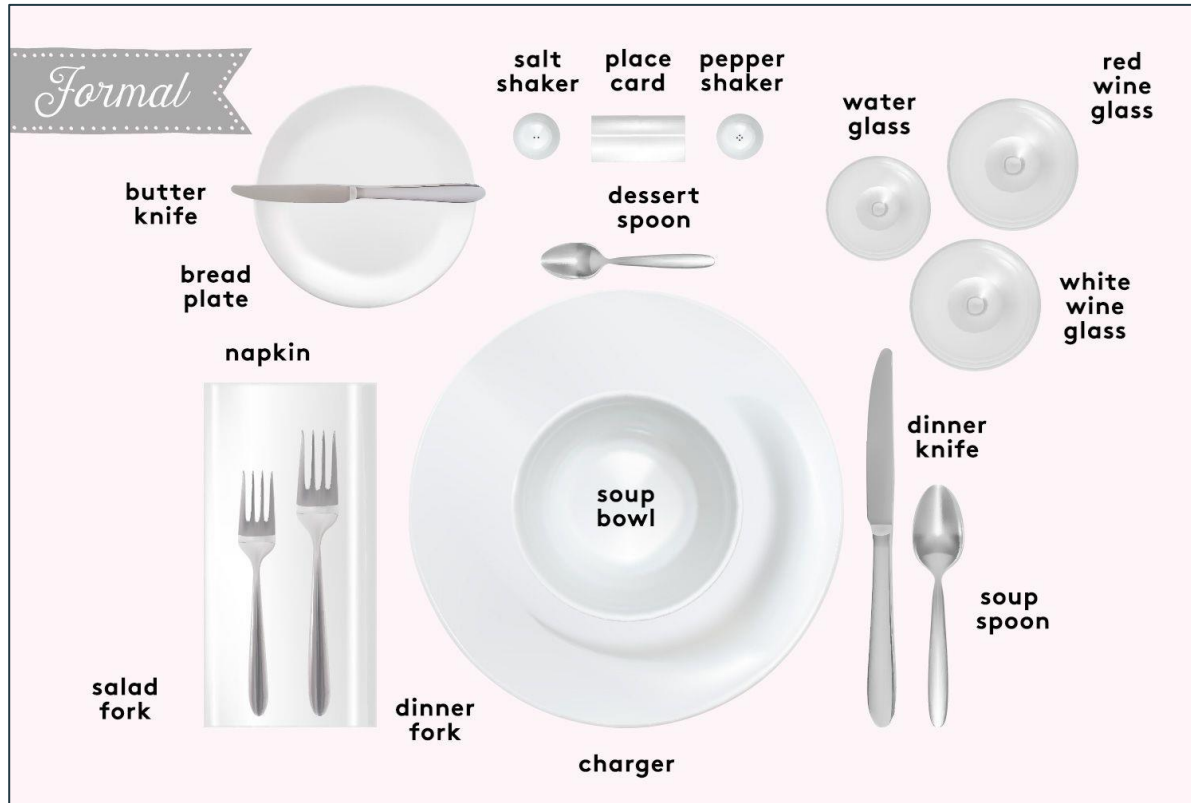
Corporate Etiquette



Intro to Dining Etiquettes

“Table Manners are as old as human society itself, the reason being that no human society can exist without them” - **The Rituals of Dinner (1991)** – Margaret Visser

While different cultures may have varying customs and traditions, there are universal do's and don'ts that apply to most dining situations. We will explore the key elements of dining etiquette, including table manners, table setting, and social etiquette.



Start from the outside and work your way in

IT'S ABOUT BEING COMFORTABLE,

AND MAKING OTHERS COMFORTABLE

Rules for Napkins



Placing the napkin in your lap is the first thing you do when seated at a table. It is respectful to wait for the host or hostess to place their napkin on their lap first. The best way is to ensure you fold the napkin into a large triangle or rectangle, giving yourself several clean surfaces to work with in case you soil one side. Never crumple your napkin into a ball or wear your napkin as a bib.

Bread slices



When eating bread, muffins or rolls, break off and eat one small piece at a time. If there is a community butter dish, take just enough for yourself and place it on your bread plate. You do not want to continually dip your bread knife into the community butter dish.

Salt & Pepper



Salt and pepper should never be separated from one another. Salt and pepper are like penguins—black and white and together for life. Even if an individual only asks for just one, always give them both.



- ❖ Take small bites , keep your mouth closed and finish chewing before continuing your conversation.
- ❖ Try not to gulp your food , it isn't very attractive
- ❖ Do not blow on food that is hot. Wait until it cools down , or eat from the side of the bowl, when having soup.



Essentials to remember....

HOLDING YOUR SILVERWARE There are only **TWO** correct ways to hold, and **TWO** ways to use your silverware. Using your knife and fork, practice the two different methods described below and determine which one is most comfortable. If you are a slow eater, we recommend the European method to speed up the process. If you are a fast eater, we recommend the American method to slow down the process.

PENCIL METHOD

Hold the utensil like you would a pencil. It should be resting between the tips of your pointer finger and middle finger with your thumb on top to hold it in place. The end of the utensil should be resting on the webbing of your hand.

SCALPEL METHOD

Hold the utensil like you would a surgeon's scalpel. The tines of the utensil should face downward. Your pointer finger will press on the back of the neck and the end of the handle should be touching the center of your palm. Your remaining fingers grasp the utensil to hold it in place.

RESTING POSITIONS



CONTINENTAL / EUROPEAN STYLE

To show your server that you are **NOT** finished eating in the continental style of dining, utensils should be perpendicular to one another with each handle on opposite sides of the plate and the blade of the knife facing towards you. Make sure the tines of the fork are facing **DOWN** towards the plate in the Continental Style.



AMERICAN STYLE

To show your server that you are **NOT** finished eating in the American style of dining, utensils should be slightly perpendicular to one another with each handle on the same side of the plate. The knife is placed on the edge of the plate with the blade of the knife facing towards you—the same place you rest your knife when dining. Make sure the tines of the fork are facing **UP** in the American Style.



FINISHED EATING for both styles of dining

When finished eating, utensils should be placed parallel to each other at 4:25 as if your plate were a clock. By placing your utensils in this manner, you are not only helping the server, you are helping yourself. The server can now easily place his or her thumb over the top of the utensils—securing them in place. Make sure the blade of your knife is facing toward you and the tines of the fork face **UPWARD**.

Social Etiquettes

Role of first impressions

- ❖ Genuine smile, not a fake one
- ❖ Nice warm greeting
- ❖ Exude positivity and energy
- ❖ Appropriate eye contact
- ❖ Active listening
- ❖ Dress code
- ❖ Grooming

You will not get a second chance to make a first impression

Social Etiquettes

**Within 30 seconds people judge
your:**

- ❖ **Economic level**
- ❖ **Education level**
- ❖ **Social position**

