


Operating in a Professional Environment

2020 Winternship -- Orientation





**“Just try new things. Don’t be afraid. Step out
of your comfort zones and soar.”**

--- Michelle Obama



01

Communication

02

Business Etiquette

Best practices

03

Preparing for Meetings

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Company Culture

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Q&A

01. COMM- UNI- CATION

And this is the subtitle that makes it
comprehensible



Types of Workplace Communication

Workplace Communication divided into these categories:

- Written
- Verbal
- Non Verbal(Body Language)



Communication



Written Communication

Examples of Written
Communication in the
Workplace

Written Communication



Email Communication

Things to consider before sending an Email:

1. Do I need to send this email?
2. What am I trying to say?
3. What is the best time to send this email?
4. Did I check the grammar and spelling?

staff@overlookinn.com

Help

so I was reeling in a thirty-pound bass on Saturrday and suddenly I remembered I wasn't going to be in the ofice on Tuesday. Your mind becomes clear when you spend the day on the b eautiful open water!

Anyway, once I pulled back up to shore, I realized I needed to change the schedules. Instead of coming in on Tewsday, I'll be gone, and I'll need either Nick or Mike to cover for me. You guys can do that, right? Of course you can. Well, I've got to go to the store to get another fishin pole because that bass swam away with my old one.

Thanks,
Jeff

Phone: 910-555-4641

Exercise:

Pair up--- Take 2 minutes to review this email.

How many errors can you find in this email?



Send

To...

Cc...

Subject

Thank You – Interview Follow Up

Dear [Name],

Thank you for taking the time to interview me today for the Financial Analyst position at CFI Education Inc. I really enjoyed discussing the opportunity with you and think it would be a great fit for both of us.

One of the main things that stood out to me was the great culture at CFI. I can really see myself fitting in with the team and thriving in that kind of work environment.

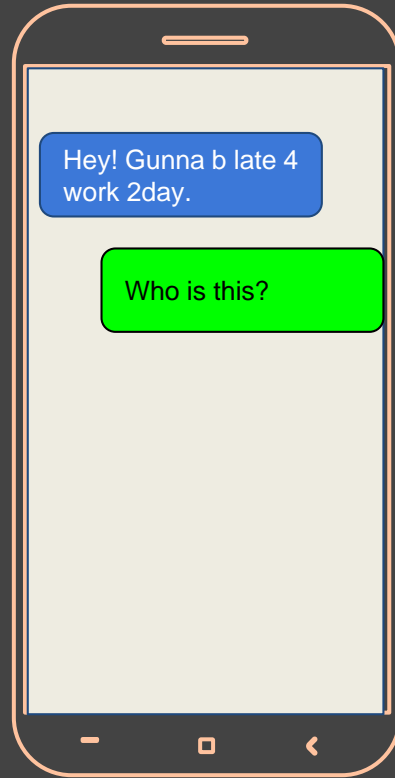
Additionally, the company's mission of helping anyone become a world-class financial analyst really resonates with me, and I'd be excited to help support that mission.

Once again, thanks for your time and consideration. If there's any additional information I can provide you with to help in your decision, please let me know.

Best Regards,

[Name]

**Well
Structured
Email**



Tips for Text & Direct Messages

1. Introduce yourself
2. Give context
3. Be courteous
4. Review and revise before hitting send
5. Have patience
6. Text responsibly

Communication



Verbal
Communication

What are the building
blocks involved in strong
verbal communication?

Tips for In- Person Communication

- Maintain Eye Contact
- Smile

Body - Language

- Practice Active Listening
- Don't Interrupt
- Be aware of body language
- Ask questions

Listening

- Be yourself
- Show interest
- Ask for feedback

Speaking

Communication



Non - Verbal
Communication

What is body language?



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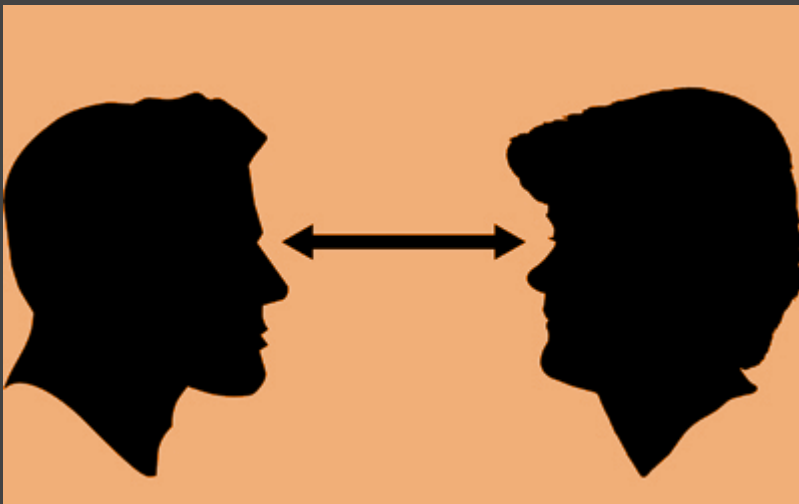
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Body language

From Wikipedia, the free encyclopedia

For other uses, see [Body language \(disambiguation\)](#).

Body language is a type of a [nonverbal communication](#) in which physical behaviors, as opposed to words, are used to express or convey the information. Such behavior includes [facial expressions](#), body posture, [gestures](#), eye movement, touch and the use of space. Body language exists in both



Excercise

1. Find a partner
2. Stand and face partner
3. Make and hold eye contact for 1 minute

The background is a solid light orange color. In the center, there is a large, irregular orange shape that resembles a sun or a cloud. Inside this shape, there are several smaller, white, stylized cloud shapes. At the bottom left and bottom right of the orange shape, there are black silhouettes of leafy branches or foliage.

Business Etiquette .02

What is Business Etiquette?

- Set of unwritten rules around business/office behaviors.

Examples include:

- Speaking professionally.
- Respecting coworkers personal space.
- Avoid personal calls and text.
- Being on-time for meetings
- Showing up prepared.

Preparing for a Meeting

.03



Meetings -

Types of Meetings	How to Prepare
Team Meetings *	<ul style="list-style-type: none">• Listen and observe• Be ready to introduce yourself & share updates on your project if asked
Project Check-ins *	<ul style="list-style-type: none">• Give updates on your project• Ask questions• Flag challenges
Meeting with Executives *	<ul style="list-style-type: none">• Research who you're meeting with• Prepare questions• Plan ahead for who is going to ask which questions• Make sure everyone speaks

****ALWAYS BE ON TIME***

A large, irregular orange shape serves as a background for the text. It contains several dark grey, stylized cloud silhouettes of varying sizes and shapes.

COMPANY CULTURE .04



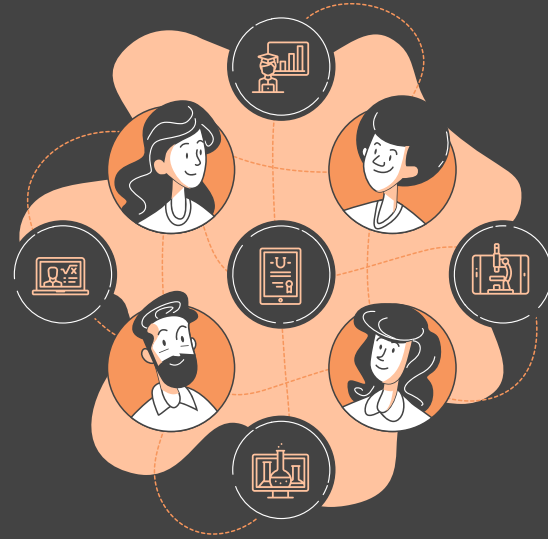
COMPANY CULTURE

Company “Corporate” Culture

- Implied but not expressly defined
- Shared traits of the people that the company hires.

Indicators of Company Culture

- Dress code
- Business hours
- Office Setup
- Employee Benefits
- Customer Treatment





DRESS TO
IMPRESS
.05

WHAT NOT TO WEAR



Professional Attire



Tips

- A good fit is key.
- Express your style in a neat and professional way.
- Start formal then adapt to company dress code.

Work Uniforms/Capsule Wardrobe

- Saves and money
- Establishes a professional brand
- Reduces stress of choosing outfits



THANKS!

Questions & Answers