



WORKPLACE ETIQUETTE



Case Study 1 : Responding to a Rude Email at Work

Situation:

During the Workplace Etiquette module, I was given a scenario where an employee received a rude and unprofessional email from a colleague. The challenge was to decide how to respond without escalating the situation or damaging workplace relationships.

Action Taken:

In my response, I chose to remain calm and professional. Instead of replying immediately with frustration, I took time to re-read the message objectively and focus on the facts. I drafted a polite response that acknowledged the concern raised but avoided mirroring the negative tone. I used phrases like “Thank you for bringing this to my attention” and “Let’s discuss how we can resolve this together.” This approach helped shift the focus from conflict to collaboration.

Reflection:

This exercise reminded me of the importance of emotional intelligence in the workplace — knowing how to manage my reactions and maintain professionalism even when others do not. It also reinforced the 7 Cs of communication, especially courtesy, clarity, and control of tone. I learned that professionalism is reflected not only in how we handle success, but also in how we respond to difficult moments. Moving forward, I plan to use this approach in real workplace settings to build positive and respectful communication.

Case Study Reflection – Handling Confidential Information

Situation:

As part of the Workplace Etiquette module, I explored a scenario where an employee accidentally came across confidential company information that was not meant for them. The challenge was to decide what the most ethical and professional response would be in this situation.

Action Taken:

In my response, I decided that the best approach would be to avoid sharing or discussing the information with anyone else. Instead, I would inform my supervisor or the relevant manager immediately about the situation to ensure the information is handled correctly. I also reflected on how I could be more cautious with sensitive data in the future, such as locking my computer screen when away from my desk or securely storing files.

Reflection:

This activity made me realize how critical trust and responsibility are in a professional environment. Handling confidential information carefully shows integrity and respect for both the company and its employees. I learned that maintaining confidentiality builds credibility and protects the organization's reputation. Going forward, I'll make sure to follow company policies on data protection and always act with honesty and discretion when dealing with private information.

Case Study Reflection – Punctuality and Time Management

Situation:

In the Workplace Etiquette module, I was presented with a scenario where an employee consistently arrived late to work and meetings, causing frustration among team members and affecting overall productivity. The goal was to reflect on how this behavior impacts the workplace and how it could be improved.

Action Taken:

In my response, I explained that being punctual shows respect for others' time and commitment to your role. I suggested practical solutions such as setting earlier reminders, preparing the night before, and planning travel routes ahead of time. I also mentioned that communication is key — if someone expects to be late, they should inform their supervisor in advance instead of arriving without explanation.

Reflection:

This exercise helped me understand that punctuality is a sign of professionalism and reliability. It shows that you are dependable and value teamwork. I learned that effective time management allows tasks to be completed smoothly and helps build trust among colleagues. Moving forward, I'll continue practicing good time management habits like planning ahead, setting realistic deadlines, and staying organized to maintain a professional image in any workplace setting.