

# ETIQUETTE

Etiquette plays an important role in how people interact with each other in daily life, society, and the workplace. It helps individuals behave in a polite, respectful, and acceptable manner. Good etiquette creates a positive impression, improves relationships, and promotes harmony among people.

In teamwork and organizations, etiquette is essential for smooth communication, mutual respect, and effective collaboration.

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## 1. Meaning of Etiquette

### Definition

**Etiquette** refers to a set of rules, norms, and guidelines that govern polite behavior and proper conduct in social, cultural, and professional situations.

### In simple words

Etiquette means **knowing how to behave properly and respectfully with others.**

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## Key Characteristics of Etiquette

1. Polite behavior
  2. Respect for others
  3. Discipline and self-control
  4. Good manners
  5. Social awareness
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## Examples of Etiquette

- Saying “please”, “sorry”, and “thank you”
  - Greeting others politely
  - Listening without interrupting
  - Respecting elders and colleagues
  - Following rules and norms
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## **Importance of Etiquette**

1. Creates a positive impression
  2. Builds respect and trust
  3. Improves communication
  4. Reduces conflicts
  5. Strengthens relationships
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### **Example**

In a team meeting, listening politely and speaking respectfully reflects good etiquette.

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## **2. Need for Effective Interpersonal Relationships**

### **Meaning of Interpersonal Relationships**

**Interpersonal relationships** refer to the relationships and interactions between two or more people, such as colleagues, friends, team members, or family.

Effective interpersonal relationships are built on communication, trust, understanding, and respect.

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### **Why Effective Interpersonal Relationships Are Needed**

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#### **1. Improves Communication**

Good relationships make communication open and clear. People feel comfortable sharing ideas, opinions, and feedback.

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#### **2. Builds Trust and Mutual Respect**

Strong relationships create trust, which is essential for teamwork and cooperation.

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#### **3. Reduces Conflicts and Misunderstandings**

Understanding others' perspectives helps avoid unnecessary arguments and confusion.

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#### **4. Encourages Teamwork and Collaboration**

People with good relationships work together more effectively and support each other.

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#### **5. Provides Emotional Support**

Healthy relationships offer emotional comfort during stress or challenges.

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#### **6. Increases Productivity and Efficiency**

Better coordination and cooperation lead to improved performance and faster completion of tasks.

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#### **7. Enhances Personal and Professional Growth**

Good interpersonal relationships help individuals learn from others and grow personally and professionally.

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### **Role of Etiquette in Effective Interpersonal Relationships**

Etiquette is the foundation of good interpersonal relationships.

#### **How etiquette helps:**

- Encourages respectful communication
  - Promotes understanding and empathy
  - Helps manage differences calmly
  - Builds long-lasting relationships
  - Creates a positive social and work environment
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#### **Example**

In a workplace, employees who follow proper etiquette communicate better, resolve conflicts peacefully, and maintain strong professional relationships.

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## **INTERNAL COMMUNICATION**

**Internal communication is the backbone of any organization or team. It refers to the flow of information among employees, team members, and management within an organization. Effective internal communication ensures that everyone understands goals, roles, responsibilities, and expectations, leading to smooth functioning and teamwork.**

**Without proper internal communication, confusion, misunderstandings, conflicts, and poor performance can occur.**

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### **1. Meaning of Internal Communication**

#### **Definition**

**Internal communication is the process of sharing information, instructions, ideas, feedback, and messages among members of an organization or team.**

#### **In simple words**

**Internal communication means how people inside an organization talk, share information, and coordinate with each other.**

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#### **What Internal Communication Includes**

- **Instructions from management**
  - **Team discussions**
  - **Feedback and suggestions**
  - **Policies and rules**
  - **Work updates and reports**
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#### **Example**

**A project manager informing team members about deadlines and task assignments through a meeting or email is internal communication.**

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### **2. Need for Internal Communication**

**Internal communication is necessary for efficient functioning of teams and organizations.**

## **Importance / Need**

### **1. Provides Clarity of Goals**

Employees understand organizational objectives and their roles clearly.

### **2. Improves Coordination**

Smooth information flow helps teams work together effectively.

### **3. Reduces Misunderstandings**

Clear communication prevents confusion and errors.

### **4. Enhances Teamwork**

Employees feel connected and engaged.

### **5. Builds Trust and Transparency**

Open communication builds trust between management and employees.

### **6. Improves Employee Engagement**

Employees feel valued when they are informed and heard.

### **7. Supports Decision-Making**

Accurate information helps in making better decisions.

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## **Example**

Clear internal communication during a project prevents duplication of work and delays.

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## **3. Channels of Transmitting Information to Team Members**

A communication channel is the medium through which information is sent and received.

Internal communication uses two main types of channels:

- 1. Digital Communication Channels**
  - 2. Physical Communication Channels**
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## **4. Digital Communication Channels**

### **Meaning**

**Digital communication channels use electronic or online tools to share information quickly and efficiently.**

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## **Common Digital Communication Channels**

### **1. Email**

- **Used for official communication**
- **Provides written records**

**Example: Sending project updates.**

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### **2. Instant Messaging Tools**

- **WhatsApp, Slack, Microsoft Teams**
- **Useful for quick communication**

**Example: Quick task clarification.**

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### **3. Video Conferencing**

- **Zoom, Google Meet, Microsoft Teams**
- **Used for remote meetings**

**Example: Virtual team meetings.**

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### **4. Intranet**

- **Internal company website**
  - **Used to share policies, notices, and resources**
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### **5. Project Management Tools**

- **Trello, Asana, Jira**
  - **Used for task tracking and collaboration**
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## **Advantages of Digital Channels**

- 1. Fast communication**
  - 2. Saves time and cost**
  - 3. Easy documentation**
  - 4. Supports remote work**
  - 5. Wide reach**
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### **Limitations of Digital Channels**

- Lack of personal touch**
  - Misinterpretation of messages**
  - Dependence on technology**
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## **5. Physical Communication Channels**

### **Meaning**

**Physical communication channels involve face-to-face or traditional methods of communication.**

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### **Common Physical Communication Channels**

#### **1. Face-to-Face Meetings**

- Direct personal interaction**
- Best for discussions and feedback**

**Example: Team meetings.**

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#### **2. Telephone Calls**

- Useful for immediate conversation**
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#### **3. Notice Boards**

- Display important notices and announcements**
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#### 4. Printed Documents

- Memos, letters, reports
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#### 5. Training Sessions and Workshops

- Used for learning and development
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#### Advantages of Physical Channels

1. Clear understanding
  2. Immediate feedback
  3. Builds relationships
  4. Reduces misunderstandings
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#### Limitations of Physical Channels

- Time-consuming
  - Not suitable for large or remote teams
  - Less documentation
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#### Comparison: Digital vs Physical Communication Channels

Digital Channels	Physical Channels
Fast and efficient	Personal and interactive
Suitable for remote teams	Best for discussions
Easy documentation	Immediate feedback

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## **SOCIAL AND CULTURAL / CORPORATE ETIQUETTE**

Etiquette refers to the accepted rules of behavior that guide how people interact with one another politely and respectfully. In teamwork and organizations, social, cultural, and corporate etiquette help people from different backgrounds work together smoothly. These etiquettes reduce conflicts, improve communication, and create a positive and cooperative work environment.

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### **1. Meaning of Social and Cultural / Corporate Etiquette**

- **Social Etiquette** deals with polite behavior in everyday social interactions.
- **Cultural Etiquette** focuses on respecting traditions, beliefs, and customs of different cultures.
- **Corporate / Professional Etiquette** refers to appropriate behavior in the workplace.

Together, these etiquettes help maintain harmony and professionalism in teams.

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### **2. Aspects of Social and Cultural / Corporate Etiquette in Promoting Teamwork**

Several aspects of etiquette directly support teamwork:

#### **1. Respect for Others**

- **Valuing opinions, beliefs, and differences**
- **Treating everyone equally**

#### **2. Polite Communication**

- **Using respectful language**
- **Avoiding rude or aggressive behavior**

#### **3. Cultural Sensitivity**

- **Understanding cultural differences**
- **Avoiding offensive actions or words**

#### **4. Professional Behavior**

- **Following workplace rules**
- **Maintaining discipline and ethics**

#### **5. Proper Body Language**

- **Positive gestures and expressions**
- **Avoiding negative body signals**

## **6. Cooperation and Empathy**

- **Helping others**
- **Understanding emotions and viewpoints**

**These aspects create trust and cooperation within teams.**

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## **3. Social Etiquette**

### **Meaning**

**Social etiquette refers to polite and acceptable behavior followed in social interactions and daily life.**

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### **Examples of Social Etiquette**

- 1. Greeting others politely**
  - 2. Saying “please”, “sorry”, and “thank you”**
  - 3. Listening without interrupting**
  - 4. Respecting personal space**
  - 5. Being punctual**
  - 6. Avoiding rude language**
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### **Importance of Social Etiquette**

- **Creates a positive impression**
  - **Builds good relationships**
  - **Encourages mutual respect**
  - **Promotes social harmony**
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### **Example**

**In a team discussion, speaking politely and listening patiently improves cooperation.**

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## **4. Cultural Etiquette**

### **Meaning**

**Cultural etiquette refers to behavior that respects the traditions, customs, beliefs, and values of different cultures.**

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### **Examples of Cultural Etiquette**

- 1. Respecting religious practices**
  - 2. Accepting different food habits**
  - 3. Understanding cultural greetings**
  - 4. Respecting traditional dress codes**
  - 5. Being aware of cultural holidays**
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### **Importance of Cultural Etiquette**

- Prevents misunderstandings**
  - Promotes inclusivity**
  - Builds trust in multicultural teams**
  - Encourages global cooperation**
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### **Example**

**In a multinational team, respecting cultural holidays improves team bonding.**

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## **5. Role of Social and Cultural Etiquette in Promoting Teamwork**

**Social and cultural etiquette play a crucial role in teamwork.**

### **Roles in Teamwork**

#### **1. Builds Mutual Respect**

**Team members feel valued and accepted.**

#### **2. Improves Communication**

**Polite behavior encourages open discussion.**

### **3. Reduces Conflicts**

**Understanding differences avoids misunderstandings.**

### **4. Strengthens Trust**

**Respectful conduct builds confidence.**

### **5. Encourages Cooperation**

**People work better in a respectful environment.**

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#### **Example**

**A culturally respectful team works more efficiently and creatively.**

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## **6. Corporate / Professional Etiquette**

### **Meaning**

**Corporate or professional etiquette refers to the standards of behavior expected from employees in the workplace.**

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### **Key Elements of Corporate Etiquette**

- 1. Professional communication**
  - 2. Punctuality**
  - 3. Proper dress code**
  - 4. Respect for hierarchy**
  - 5. Ethical behavior**
  - 6. Responsibility and accountability**
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### **Examples of Corporate Etiquette**

- Arriving on time for meetings**
- Using professional language in emails**
- Dressing appropriately**

- **Respecting deadlines**
  - **Listening attentively in meetings**
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**Importance of Corporate Etiquette**

- 1. Creates a professional work environment**
  - 2. Enhances organizational reputation**
  - 3. Improves teamwork and coordination**
  - 4. Supports career growth**
  - 5. Reduces workplace conflicts**
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**Difference Between Social, Cultural, and Corporate Etiquette**

<b>Social Etiquette</b>	<b>Cultural Etiquette</b>	<b>Corporate Etiquette</b>
<b>Daily interactions</b>	<b>Cultural traditions</b>	<b>Workplace behavior</b>
<b>Politeness</b>	<b>Respect for diversity</b>	<b>Professionalism</b>

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## **DOCUMENTATION OF TEAM SESSIONS**

**Documentation of team sessions is an essential part of teamwork and organizational communication. Team sessions such as meetings, brainstorming sessions, discussions, and reviews generate many ideas, decisions, and action plans. Documentation ensures that these outcomes are properly recorded, understood, remembered, and used in the future.**

**Documentation acts as a permanent record of what was discussed, decided, and planned by the team.**

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### **1. Meaning of Documentation of Team Sessions**

**Documentation of team sessions refers to the process of systematically recording the discussions, ideas, decisions, responsibilities, and outcomes of a team meeting or group activity.**

**In simple words**

**It means writing down what happened in a team session so it can be used later.**

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### **Why Documentation is Needed**

- 1. Prevents loss of information**
  - 2. Provides clarity and reference**
  - 3. Helps track decisions and responsibilities**
  - 4. Supports accountability**
  - 5. Improves communication**
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### **Examples of Team Session Documentation**

- Meeting minutes**
  - Brainstorming notes**
  - Action plans**
  - Project reports**
  - Decision records**
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## **2. Principles of Documentation of Team Session Outcomes**

**Good documentation must follow certain principles to be effective and useful.**

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### **Principle 1: Accuracy**

- **Information must be correct and factual**
- **Avoid assumptions or personal opinions**
- **Record decisions exactly as agreed**

**Example: Write exact deadlines and responsibilities.**

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### **Principle 2: Clarity**

- **Use simple and clear language**
- **Avoid complex sentences**
- **Make information easy to understand**

**Example: Clearly mention who will do what and by when.**

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### **Principle 3: Completeness**

- **Include all important points**
- **Record decisions, action items, and responsibilities**
- **Do not miss critical discussions**

**Example: Mention all final decisions, not partial discussions.**

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### **Principle 4: Conciseness**

- **Keep documentation short and to the point**
- **Avoid unnecessary details**
- **Focus on outcomes, not long discussions**

**Example: Summarize discussions instead of writing full conversations.**

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### **Principle 5: Objectivity**

- Avoid personal bias or emotional language
- Stick to facts and outcomes

Example: Write “The team decided...” instead of “I think the team decided...”.

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#### **Principle 6: Consistency**

- Follow a standard format
- Use the same structure for all documents

Example: Agenda → Discussion → Decision → Action Items.

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#### **Principle 7: Timeliness**

- Document sessions immediately or soon after
- Avoid delays to prevent forgetting details

Example: Share meeting minutes within 24 hours.

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#### **Principle 8: Accessibility**

- Documents should be easily available to all team members
- Use shared platforms or folders

Example: Upload documents to a shared drive.

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### **3. Learning and Showcasing Team Session Outcomes**

Documentation is not only for record-keeping; it is also used for learning and showcasing achievements.

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#### **A. Learning from Team Session Outcomes**

Documentation helps teams improve performance by learning from past experiences.

#### **How learning happens**

##### **1. Review Past Decisions**

- Understand what worked and what didn't



## **2. Identify Mistakes**

- Learn from failures to avoid repetition

## **3. Improve Processes**

- Refine strategies and workflows

## **4. Knowledge Sharing**

- New members learn from documented records

## **5. Skill Development**

- Helps individuals understand better teamwork practices

**Example: Reviewing past project documents helps improve future project planning.**

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## **B. Showcasing Team Session Outcomes**

**Documentation helps teams present their achievements to others.**

**Why showcasing is important**

- 1. Demonstrates team performance**
  - 2. Builds credibility and trust**
  - 3. Supports appraisal and evaluation**
  - 4. Helps in reporting to management or clients**
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## **Ways to Showcase Team Outcomes**

- 1. Reports**
  - Project progress reports
- 2. Presentations**
  - PowerPoint or visual summaries
- 3. Dashboards**
  - Graphical representation of results
- 4. Case Studies**
  - Highlight successful outcomes

## **5. Portfolios**

- **Collection of completed work**
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### **Benefits of Showcasing Outcomes**

- **Recognizes team effort**
- **Motivates team members**
- **Attracts new opportunities**
- **Improves organizational image**

**Example: A well-documented project report can be used to showcase success to stakeholders.**

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### **Importance of Documentation in Teamwork**

- 1. Ensures continuity of work**
  - 2. Improves coordination**
  - 3. Enhances accountability**
  - 4. Supports learning and growth**
  - 5. Strengthens teamwork**
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