

Assignment No 12

Corporate and Business Etiquette

It is essential for every individual to behave in a socially acceptable way. Etiquette refers to good manners which help an individual leave his mark in the society. An individual must know how to behave at the workplace. There is a huge difference between college and professional life. One needs to be disciplined at the workplace. Corporate Etiquette refers to set of rules an individual must follow while he is at work. One must respect his organization and maintain the decorum of the place. Corporate Etiquette refers to behaving sensibly and appropriately at the workplace to create an everlasting impression. No one would take you seriously if you do not behave well at the workplace. Remember we can't behave the same way at work place as we behave at our homes. One needs to be professional and organized. It is important to behave well at the workplace to earn respect and appreciation.

Let us go through some Do's and Don'ts at Workplace :

Never adopt a casual attitude at work. Your office pays you for your hard work and not for loitering around.

Don't peep into other's cubicles and workstations. Knock before entering anyone's cabin. Respect each other's privacy.

Put your hand phone in the silent or vibrating mode at the workplace. Loud ring tones are totally unprofessional and also disturb other people.

Don't open anyone else's notepads registers or files without his permission.

It is bad manners to sneeze or cough in public without covering your mouth.
Stay away from nasty politics at the workplace. Avoid playing blame games.

Keep your workstation clean and tidy. Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching.

Never criticize or make fun of any of your colleagues. Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable. Don't pass lewd comments to any of your fellow workers.

Take care of your pitch and tone at the workplace. Never shout on anyone or use foul words.

Pass on information to all related recipients in the desired form. Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.

Reach office on time. One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.

No organization likes to have a shabbily dressed employee. Shave daily and do not use strong perfumes. Never wear revealing clothes to work.

While having lunch together, do not start till the others have received their food. Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public.

Respect your fellow workers and help them whenever required.

It is unethical to share confidential data with external parties and any other individual who is not related to the organization. Data in any form must not be passed to anyone outside the organization.

Make sure you turn off the monitor while you go out for lunch or tea breaks. Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.

Park your car at the space allocated to you. Do not park your vehicle at the entrance as it might obstruct someone's way.

Some basic business etiquette practices :

- Show appreciation to colleagues and customers and send thank-you notes.
- Stand up and shake hands when you meet/greet someone.
- Call someone by his or her name and if you have forgotten ask the person to remind you. Prepare to re-introduce yourself when necessary.
- Use formal modes of address until told otherwise. Formal means Ms./Mr./Dr./Professor (last-name).
- Knock before you enter someone's office and ask if they have time to speak with you or if another time could be arranged. (Don't ask if they're busy. Everyone is busy. That's a different question.)
- Give your full attention to someone who has taken the time to seek you out in person. Phone calls and electronic communication can wait.
- Arrive to meetings on time, prepared and ready to take notes. Stay engaged during the meeting and do not be distracted by electronic devices.
- Follow the dress code. Dress appropriately for business and office functions.
- RSVP to events and meetings. That means respond, by the deadline, as to whether you will attend or not. Show up if you said you will, and don't show up if you didn't say you would. "Maybe" is not an acceptable response.
- Be aware of dining etiquette so that you conduct yourself appropriately during work-related meals and social events.
- Treat everyone with respect and kindness.