

# Professional Ethics



## Always remember and have foundation of :

- ▶ “Do not have an eye on flaws of others but take note of good practices of others”

Or

- ▶ “Keep an eye on flaws of own and replace these with good practices of others “

# 1. How to meet and leave

- Say SALAM and shake hand while meeting and leaving
- What about entering and leaving during an event?



## 2. Communication Etiquettes and Manners

### Time Availability

- Phone at least one hour (Informal communication)
- SMS / WhatsApp 4 hours (Informal communication)
- Email 48 hours (Formal communication)
- Hard Copy letter 72 hours (Formal Communication)

## 2. Communication Etiquettes and Manners

### Formal Written communication

- Use formal and courteous language
- Appropriate use of solicitude
- Receive and give acknowledgement
- Timing
- Follow-up







## 2. Communication Etiquettes and Manners

### Listening

- The most difficult skill
- Show complete attention
- Give affirmations at appropriate points
- Use your expressions accordingly
- Feeling must be expressed that you are listening attentively



## 2. Communication Etiquettes and Manners

### Useful resources to improve communication skills

- Book Reading
- Listening of good speaker
- Watching of good movies
- Travelling
- Get training of communication skills
- Observation





### 3. Anger Management:

- What is anger?
  - Reaction to action
  - Good or bad?
  - Intensity of anger is driven by 'attitude'

Surah Aal-e-Imran

Ayat No : 134

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

الَّذِينَ يُتَفَقَّوْنَ فِي السَّرَّاءِ وَالضَّرَّاءِ

وَالْكُظُمِينَ الْغَيْظِ وَالْعَافِينَ عَنِ النَّاسِ وَاللَّهُ

يُحِبُّ الْمُحْسِنِينَ ﴿١٣٤﴾

جو ہر حال میں اپنے مال خرچ کرتے ہیں خواہ بد حال  
ہوں یا خوش حال، جو غصے کو پی جاتے ہیں اور  
دوسروں کے قصور معاف کر دیتے ہیں ایسے نیک لوگ  
اللہ کو بہت پسند ہیں

### 3. Anger Management:

- To manage anger:
  - Proactive approach
    - Develop good attitude
    - Positive thinking
    - Be clear about what is your related and what is not related



### 3. Anger Management:

#### ➤ Reactive approach

- Base is to create a 'distraction'
- Don't be 'personal'
- Change the topic
- Change the posture
- Drink water
- Have ablution
- Take bath
- Leave the place

#### ➤ Overall

- Give Forgiveness, Get Forgiveness



## 4. How to ask question:

- Intention to ask question
- Remember!
  - Knowledgeable and blessed person knows the intention



# Thank You!