

Week 1: Day 1
Professionalism and Workplace Etiquette

Overview:

This lesson introduces the topic of professionalism and workplace etiquette. Since NYCDA strives to mirror a professional environment, it is essential to emphasize the behaviors that are appropriate at work and NYCDA. Overall, this is a short lecture aimed to set expectations and get people thinking about what it means to be professionals.

Goal:

Demonstrate an understanding of the meaning of professionalism and how to embody workplace etiquette at NYCDA and in students' next workplace.

Objectives:

By participating in this lesson, students will:

- Understand the value and importance of professionalism in their future career.
- Describe the word professional and observable traits that are associated with it.
- Identify behaviors that support workplace etiquette.
- Explain techniques to convey respect for others while at work or in the classroom.

Anchor Vocabulary:

- n/a

Materials and Media:

- [Slide Deck](#)

Lesson Outline	Lesson Description
Part 1: Introductions & Agenda	<p>Topic: Introduce Topic and Agenda for Lecture</p> <p>Discussion Questions:</p> <ul style="list-style-type: none">• What are some of the words or images that come to mind when you think of the word "Professional"?<ul style="list-style-type: none">○ Respect for self and for others○ Mature responsibility○ Problem solving perseverance○ Other ideas?• Why does Professionalism Matter?<ul style="list-style-type: none">○ Makes the workplace a happy and stress-free place○ Promotes productivity○ Avoids workplace tensions and/or misunderstanding○ Helps be organized and mindful of others○ Helps be perceived as capable, mature, and respectful• What shapes views of "Professionalism"?<ul style="list-style-type: none">○ One's expectations or standards○ One's personal values and understanding of professionalism○ Situational in nature○ Strongly influenced by culture Strongly influenced by culture

<p>Part 2: Overview of how professionalism is measured</p>	<p>Topic: Overview How is Your professionalism measured?</p> <p><i>The lecture slides will now breakdown the various ways that your professionalism will be measured. These include:</i></p> <ul style="list-style-type: none"> • Your Communication • Doing Your Work • How You Present Yourself • Use of Technology • Inclusivity & Respect for Others • Open Communal Work Spaces <p>Note: Professionalism is in the eye of the beholder!</p> <p><i>Next up: Detailed discussion of each of the areas above.</i></p>
<p>Part 3: Communication</p>	<p>Topic: Communication</p> <ul style="list-style-type: none"> • The Basics: <ul style="list-style-type: none"> ○ Be mindful of your volume ○ Say please, thank you, your welcome. ○ Avoid offensive language. ○ Don't interrupt others while speaking. • Body Language: <ul style="list-style-type: none"> ○ Face the other person when speaking. ○ Make Eye contact. ○ Don't roll your eyes, or sigh heavily. ○ Be mindful of what your body communicates! • Your Boss: <ul style="list-style-type: none"> ○ Communicate regularly so there are no surprises ○ Ask Questions ○ Be respectful of their time by scheduling time if needed • Managing Emotions: <ul style="list-style-type: none"> ○ Process your thoughts and emotions before reacting ○ Identify your emotions and seek great understanding of your emotional triggers ○ Be mindful of how your expression of emotion impacts others • Professional Boundaries: <ul style="list-style-type: none"> ○ Strive to develop respectful and trusting bonds with coworkers ○ Be mindful of what is "NSFW" in your setting ○ Err on the side of caution and professionalism • Showing Others Respect <ul style="list-style-type: none"> ○ Assume the best intentions ○ Approach situations with curiosity, not judgement

Part 4: Doing Your Work	<p>Topic: Doing Your Work</p> <ul style="list-style-type: none"> ● Time Management: <ul style="list-style-type: none"> ○ Arrive early / on time ○ Meet Deadlines ○ Return messages promptly ○ Respect others' time ○ Be a self starter! ● Attitude: <ul style="list-style-type: none"> ○ Take pride in the quality of your work! ○ Be present and productive ○ Be willing to do "dirty work" from time to time ○ Leave negative attitude at home ○ Find the silver lining ● Accepting Responsibility: <ul style="list-style-type: none"> ○ Accept responsibility for our errors ○ Don't pass blame onto others ○ Learn from your mistakes actively!
Part 5: Open & Communal Workspaces	<p>Topic: Open & Communal Workspaces</p> <ul style="list-style-type: none"> ● Personal Space: <ul style="list-style-type: none"> ○ Respect others' personal boundaries and belongings ○ Pause and announce yourself before entering ○ Be mindful of your noise level ● Kitchen <ul style="list-style-type: none"> ○ Clean up after yourself ○ Mark your items in the fridge ○ Do not take someone else's food ○ Help out! <ul style="list-style-type: none"> ■ Restock items, unload dishwasher etc ● Lounges & Shared Spaces <ul style="list-style-type: none"> ○ Wipe down white board walls after use, return markers ○ Keep your personal items tidy ○ No shoes on furniture ○ No PDA, No sleeping on couches ○ Use "Inside" voices ● Copiers / Faxes <ul style="list-style-type: none"> ○ Fix your paper jams ○ Fill empty paper drawers ○ Plan ahead

Part 6: How you present Yourself	Topic: How you present yourself <ul style="list-style-type: none"> ● Clothing: <ul style="list-style-type: none"> ○ Familiarize yourself with your employers dress code ○ Being mindful of a tidy appearance can communicate respect for others. ● Smells: <ul style="list-style-type: none"> ○ Avoid aftershave / perfume ○ Enjoy smelly snacks in lunchroom as opposed to your desk ● Hygiene: <ul style="list-style-type: none"> ○ Clean Clothes ○ Clean Hair ○ Clean body ○ Keep person grooming private
Part 6: Use of Technology	Topic: Use of Technology <ul style="list-style-type: none"> ● Cellphones <ul style="list-style-type: none"> ○ Do not take personal calls at work or shared space ○ Do not look at your personal phone during a meeting or when talking to others ● Emails <ul style="list-style-type: none"> ○ Write clear, concise messages ○ Check for spelling, grammar errors ○ Respond promptly, or at minimum that the message is received ○ Be kind & professional ● Web Browsing <ul style="list-style-type: none"> ○ Limit your personal web browsing <ul style="list-style-type: none"> ■ on work computer ■ while on company time ○ Keep bookmarks for professional / work related websites only
Part 7: Harassment	Topic: Harassment: <ul style="list-style-type: none"> ● Unwelcome verbal physical contact based on: <ul style="list-style-type: none"> ○ Race, religion, sex, national origin, age, disability, or sexual orientation. ● “Joking around” is not an excuse <p>Gender Neutrality & Respect:</p> <ul style="list-style-type: none"> ● Etiquette is gender neutral ● Be helpful and courteous to all individuals ● Refer to individuals in their preferred pronoun.

Part 8: Duck Activity

Activity: Thank you for the Duck

Instructions:

Premise: From time to time, people receive gifts that they don't like, can't use or don't understand. As people with manners, they must be polite and gracious. This game allows practice of that skill.

Supplies needed: One Duck (rubber)

Directions: Discuss the importance of graciousness with your group. Then explain that you are going to give someone a present. Their job is to say something gracious about the gift and then pass it o to another participant. The process continues until everyone has received the present. You can either have the participants select their recipients at random, or set the order ahead of time.

The game ends when everyone has received the duck.

Example:

Me: "Beth I got you something that I think you will adore (Hand Beth the duck).

Beth: "What a nice gift! We just put in a new bathtub and I am buying bath toys for our kid. It will be perfect, thank you."

Beth: "Steven, I got you a gift that I hope you find useful" (Hand Steven the Gift)

Steven: "Beth, I don't know if you knew it, but I broke my dog ball last weekend and need a replacement. Fido will love it! Thank you!"

The faster this goes, the more fun it is. The goal is to not wait too long before responding. You will be amazed at the how creative people can be and how much the group with laugh.

Discussion Questions:

- What techniques did you use to come up with gracious responses?
- What were the challenges?
- Can you think of a time where you received something (a gift, a compliment, a task a work, a piece of feedback) that was unexpected and how did you respond?
- How might this activity relate to professionalism and workplace etiquette?

Key Takeaways: As long as gifts, compliments, feedback, a task except is appropriate / inoffensive, you should be gracious and find a way to respond.

For other ideas:

<https://www.businesstrainingworks.com/training-resource/five-free-business-etiquette-training-games/>

	<p>Discussion:</p> <ul style="list-style-type: none"> • What techniques did you use to come up with gracious responses? • What were the challenges? • Can you think of a time where you received something (a gift, a compliment, a task a work, a piece of feedback) that was unexpected and how did you respond? • How might this activity relate to professionalism and workplace etiquette?
<p>Part 9: Activity : Small courtesies</p>	<p>Activity: Small courtesies</p> <p>Premise: Small courtesies make a big impression and ensure you look professional and successful! Let's see what small courtesies you can make when entering a room or elevator, or asking a seat at the table.</p> <p>Directions: Use the visual slides to start. 1. Visual Slide: (Involve the students by asking their input for each item):</p> <ul style="list-style-type: none"> - Q: Entering through a door as people are exiting? - A: Wait for them to leave the room first to avoid blocking their exit. - Q: Walking up to someone who is working? - A: Knock on a door, respectfully announce yourself and see if it is an OK time, before asking them you questions. <p>Extra: To expand, you can also come up with a few other examples of ways to be courteous at work.</p> <p>Key takeaways: Be aware of your surrounding and how you impact others' personal space. Be courteous and respectful of others. Remember to slow down and be aware of your surroundings. If you practice small courtesies in everyday life, it becomes a habit and will positively impact your personal and professional lives.</p> <p>Discussion Questions:</p> <ul style="list-style-type: none"> • What are some reasons that being courteous in the workplace is important? • What are a few ways that you could improve your own attention to courtesy and awareness of personal space?

Part 10: Final Reflection Activity	Part 9: Final Reflection Activity <i>(5 min) Let's review some of the skills we learned. We covered a lot of great techniques today.</i> 1. Option 1: Ask students to share one thing they learned that was new and one workplace etiquette example that they considered the most important. They can write this down, and then share out to the group.
Wrap Up:	Wrap Up <ol style="list-style-type: none"> 1. Come to work clean and well rested 2. Dress in accordance with your employer's dress code 3. Don't distract others from their work unnecessarily 4. Speak quietly so your voice doesn't carry across the work areas of your co-workers 5. Clean up after yourself 6. Respect your colleagues' property and food. Questions / Answers?

Additional Resources

Articles:

- [Etiquette – Workplace Behavior that Makes a Difference](#)
- [Workplace Etiquette Presentation](#)
- [Professionalism in the Workplace](#)
- [The Dos and Don'ts of Professionalism in the Workplace](#)
- [10 Characteristics of Professionalism](#)
- [10 Golden Rules for Workplace Professionalism](#)
- [Examples of Professionalism](#)
- [Examples of Professionalism in the Workplace](#)
- [4 Ways to Make Venting at Work Actually Productive](#)
- [The 6 Unwritten Company Rules You Won't Find in the Employee Handbook](#)
- [6 Basic Rules You Need to Follow if You Truly Want to Avoid Office Drama](#)
- [How to Deal With the 5 Most Negative Types of Co-workers](#)
- [Tears and Fears: Dealing With a Crying Colleague](#)
- [Top 10 Rules of Etiquette for An Open Office](#)
- [Basic rules of behavior and use in a Coworking](#)

Videos:

Lynda.com

- [Improving Your Judgement](#)

- [Dealing with a Difficult Boss](#)
- [Learning to be Assertive](#)
- [Avoiding Burnout](#)
- [Repairing Your Reputation](#)
- [Managing Office Politics](#)
- [Developing Your Professional Image](#)
- [Holding Yourself Accountable](#)
- [Business Skills Tutorials](#)
- [Finding your Introvert / Extrovert Balance in the workplace](#)
- [Body Language for Women](#)
- [Creating Culture](#)