RxLogix Corporation

# Soft Skills Training

RX-TRN-HR-004, Version 1.0

**RxLogix**

# Revision History

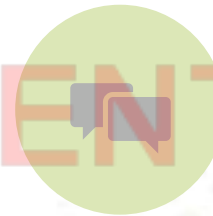| Version | Author | Revision Notes | Date |
|---------|--------|----------------|------|
| 1.0 | Ayushi Priya | Initial | 06-Aug-2020 |

# Why this Training??
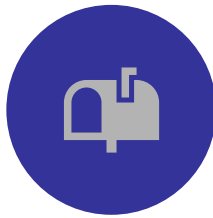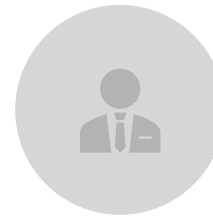
Email Etiquettes

Office Etiquettes

Meeting Etiquettes

Effective Communication

# Why Email Etiquettes are necessary?

- Professionalism
- Efficiency
- Personality
- Documentation
- Work Ethics

# Basic Rules of Email Communication

- **Be sure to include the following:**

📧 Proper subject line, e.g. Subject line for email requesting review – "Review Request"

📧 Appropriate Greeting (Dear, Hi)

📧 Introduction (if necessary)

📧 Request/ Mail body

📧 Thank you/closing remark

📧 Company's official Signature

# ✓ Do's of e-mail writing…………

✓ Write an **informative subject line** which match to the content of

  the body/mail

✓ Be **courteous, positive** and polite.

✓ Put the key point of your message in front.

✓ Be **accurate and precise**. Avoid redundant elements.

✓ In case of multiple messages in the same e-mail, use number

  points to ensure that all are read.

✓ Refrain from writing long emails.

✓ **Replace long emails** with short meetings.

✓ Respect common grammar and spelling convention.

✓ **Proof-read your e-mail**: Look for typos, missing attachment,

  recipient (if any).

# ✕ Don'ts of e-mail writing

✕ Don't leave the subject line blank.

✕ Don't use all capital letters.

✕ Don't use emoticons and unfamiliar abbreviations.

✕ Don't assume that people have time to read the entire lengthy message. Keep your message precise.

✕ Don't send e-mail without checking for mistakes/gaps.

• If you receive a confusing or unclear email message:

   - give the writer the benefit of the doubt.

   - ask politely for clarification.

   - suggest discussing the matter in person.

# Use the "To" and "Cc" fields appropriately

- Person included in the "To" field is the intended recipient & should reply if required.

- Always advisable to arrange recipients in the order of seniority.

- Person mentioned in the "Cc" field is not expected to reply. Information is shared for reference.

- "Reply to all" should be used when there are multiple recipients in the e-mail.

# Some Professional Abbreviation that can be used in email

- **ASAP/AEAP:** As soon/early as possible.

- **EOD:** End of day

- **EOM:** End of message

- **FYI:** For your Information

- **NRN:** No reply necessary

- **OOO:** Out of office

- **PS:** Postscript

- **YTD:** Year to date

- **PFA/PSA:** Please find/see attachment

- **N/A**: Not applicable

- **TBD**: To be decided

- **COB:** Close of Business

## _MAKING  A REQUEST_

☛I would be grateful if you could …

☛I would appreciate (it)  if you could ..

☛It would be helpful if you could ..

☛ I would be (most) obliged if you could …

☛ (With the reason) … Please let me know what action you propose to accept .

☛ You are ungently requested to … ( Formal direct request )

# Professional Email Phrase

## *ACCEPTING A REQUEST / GIVING GOOD NEWS*

☞I would be delighted to …

☞I am pleased to …

☞You would / will be pleased to learn that ….

☞I am please to announce ( in case if the message is for multiple person )

**ASKING FOR INFORMATION**

☛ I am writing to receive (further) information about..

☛ I am writing to receive more detailed information about ….

☛ I am writing to enquire about …

☛ I would like to know if / whether ..

☛ I hope you might let me know about …

# Professional Email Phrase

*SENDING REMINDERS OR REVIEW*

☞ We should add the due date in the subject line. e.g. "For Review: PVR RS [Due: 31-July]"

☞ We should also use Outlook reminder feature to automatically remind them on the due date.

☞ Emphasize on correct expectation and date.

## WHEN  APOLOGIZING

☛I apologize for the delay in …

☛I apologize for the inconvenience .

☛I apologize for any inconvenience caused.

☛Please accept my  sincere apologies .

☛Once again please accept my apologies for…

## _WHEN GIVIVNG BAD NEWS_

☛ I regret to inform (you) that …

☛ I regret that ….

☛ I'm  afraid it would not be possible to ..

☛ I'm  afraid that I must inform you of/that..

# Professional Email Phrase

## *WHEN COMPLAINING*

☛ I wish to draw your attention to …

☛ I am writing to complain about …

☛ I am writing to express my dissatisfaction with..

# Professional Email Phrase

## *CLOSING LINES / ASKING FOR FEEDBACK*

☛Awaiting for a positive reply .

☛An early reply would be appreciated.

☛Looking forward to hear from you / your.

☛I would  appreciate a reply to your earliest convenience.

☛ Awaiting a positive feedback

☛ I would appreciate your immediate attention to .. (the matter).

# Professional Email Phrase

## CLOSING LINES FOR GIVING INFORMATION / OFFERING HELP

☛If you need any additional assistance , please  contact me /  refer / consult XYZ.

☛If I /we can be of any further assistance , please let me/us know.

☛ If you require any further information , feel free to contact me.

☛ Please let me know if you have any questions.

☛ Let me know if you need anything else.

# The why's of Etiquette?

- To avoid negative confrontation
- To avoid politics, i.e., in the office or workplace
- To communicate effectively with an opposing opinion of another person(s)
- Avoid work-place tension / Conflicts
- To make the workplace a happy, stress-free place
- Reflection of Professional attitude

# Office Etiquette: Behavior

✓ Exhibit a positive attitude and pleasant demeanor

✓ Use a firm handshake

✓ Maintain good eye contact

✓ Be a good Listener & Soft spoken.

✓ Show common respect and consideration for others

✓ Monitor the volume of conversations

✓ Rise when you are introducing someone, or you are  being introduced

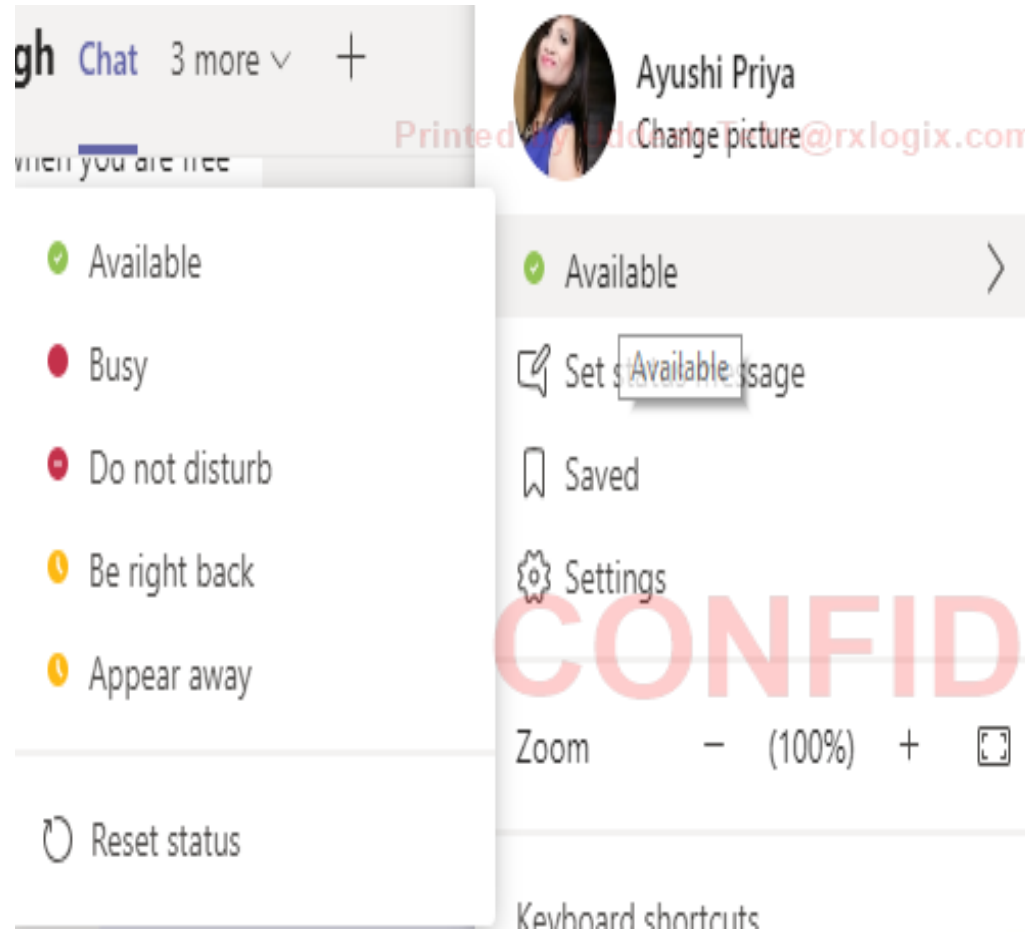✓ Take appointment in Team chat and do not barge in during the meeting.

# Office Etiquette: General

- ✓ Keep your personal workspace clean and neat at all times.

- ✓ No unattended papers or files

- ✓ Remember cubical conversations and calls can be heard by others. Be cautious.

- ✓ No unattended printouts in the printer area

- ✓ Laptops shall be locked (Win+L) every time, before leaving the workstation for a break or otherwise.

- ✓ No Tailgating or using other's access card while entry/exit.

# Office Team Chat

- Set your team chat status according to your priority

- Check the "Team status" of your colleague before pinging them

- Take appointment in Team chat before fixing a meeting. Do not barge in when there is meeting going on, wait for them to complete.

- Avoid tagging people

# Meeting Etiquette

✓  Be on time

✓  Never attend meetings in casuals. Follow a professional dress code.

✓  Keep your cellphone in silent or vibrate mode

✓  Do not attend phone calls during meetings unless it is an emergency

✓  Don't interrupt: Ask questions at the appropriate time

✓  Ask relevant question related with the meeting content

✓  Be prepared , as per the expectations of the meeting invite

✓  **Never barge-in uninvited when meeting is going on. Wait for them to complete and then enter.**

1. Completeness

2. Conciseness

3. Consideration

4. Clarity

5. Concreteness

6. Courtesy

7. Correctness.



LISTENING  FRIENDLINESS  OPEN MINDEDNESS

**Essential Communication Skills for Your Career**

FEEDBACK  CONFIDENCE  NON-VERBAL COMMUNICATION

# Making Communication Effective

✓ **Completeness:** The information conveyed in the message should be complete for the communication to be effective.

✓ **Conciseness:** Conciseness means communicating what you want to convey in least possible words.

✓ **Consideration:** Consider the needs and requirements of the audience to achieve effective communication

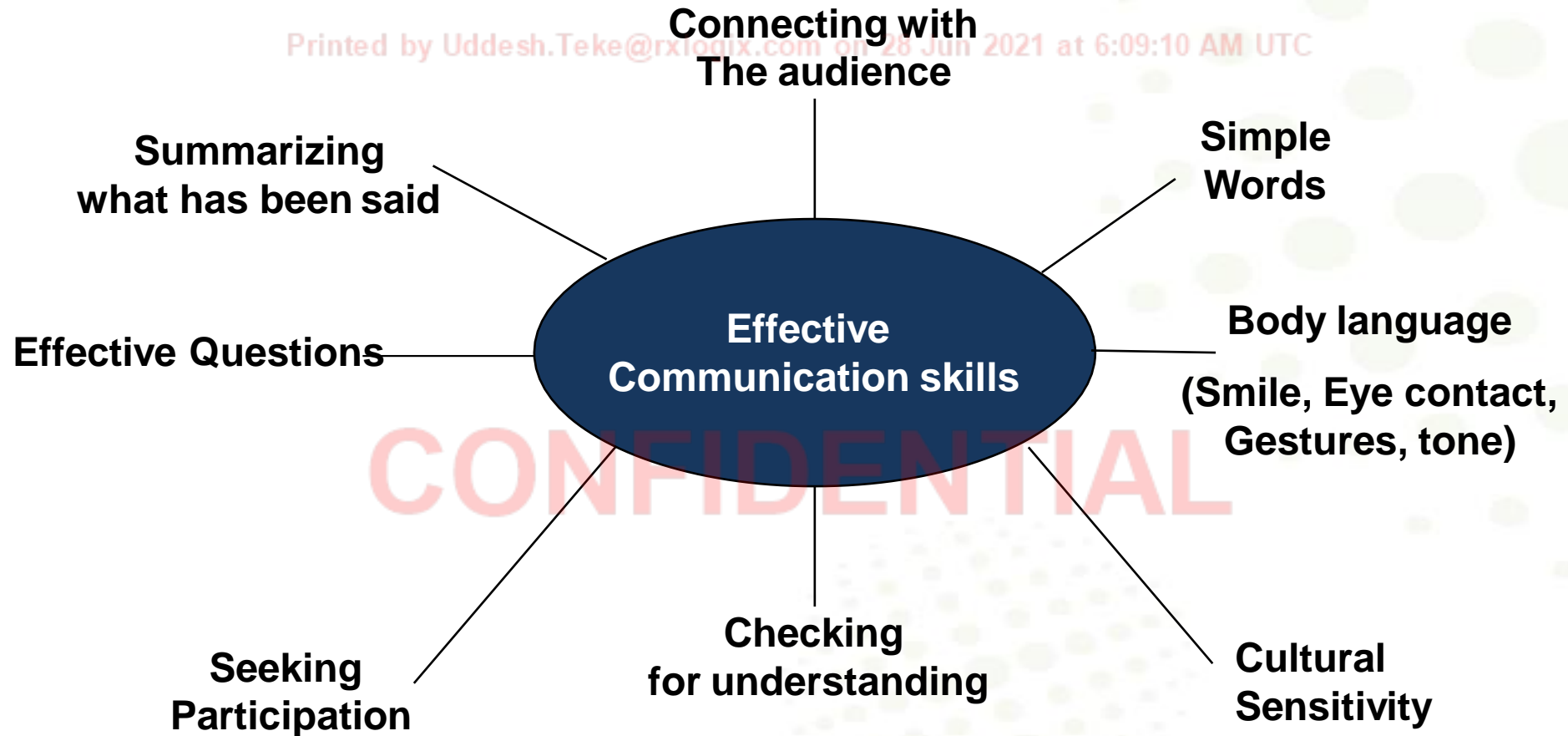✓ **Clarity:** Complete clarity of thoughts and ideas enhances the meaning of message.

# Making Communication Effective

✓ **Concreteness**: Concrete communication implies being particular and clear rather being fuzzy and general

✓ **Courtesy:** Courtesy means being polite, kind, judicious, enthusiastic and convincing. It reflects the nature and character of the sender of the message

✓ **Correctness**: Correctness in the communication implies that the correct information is conveyed through message.

Over coming the barriers of effective communication

Effective
Communication skills

Connecting with
The audience

Summarizing
what has been said

Simple
Words

Body language

(Smile, Eye contact,
Gestures, tone)

Effective Questions

Seeking
Participation

Checking
for understanding

Cultural
Sensitivity

# Path for good communication

## REVISION HISTORY

**Version 01 Effective on 21-Aug-2020**
1.0

## DOCUMENT ELECTRONIC SIGNATURES

### DOCUMENT APPROVAL WORKFLOW
**Author Approval**

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**Required Workflow Steps for this Category**

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