# Collaboration, Interpersonal Communication, and Business Etiquette



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#### What is Collaboration

- Collaboration is a working practice where all the individuals work together with a purpose to achieve a goal or an aim.
- A team is a unit of two or more people who share a mission and the responsibility for working to achieve their goal.
- The most effective team has the following characteristics:
  - Understand their purpose
  - Communicate openly and honestly
  - Think creatively
  - Stay focused
  - Resolve conflict

# Advantages and Disadvantages of Team Work

- Advantages of Team work
- ❖ More creativity Each member has different skills and ideas. So, bringing them together as a team can lead to more creativity, which is important for innovation.
- ❖ Greater involvement Employees have the opportunity to be involved in decision-making. In addition, decisions cannot consider individual interests but common interests. Then, since tasks and jobs are connected and dependent, members have to run them well; otherwise, other members can get into trouble, or the project fails.

- ❖ Faster finish Involving more people allows projects to be completed more quickly than individually. For example, complex projects are divided into several roles and responsibilities to each member. Thus, they can focus on the specific tasks and jobs assigned, enabling them to learn by doing.
- Stronger interpersonal relationships When a company assigns employees to a project, a bond between them is created. It may last even when the project has been completed. As a result, they can collaborate and synergize in their old routine after the project is finished.
- Means to develop competence Teamwork is a moment for employees to learn about each other's skills, insights, or knowledge. In other words, it creates cross-training opportunities.

# Disadvantages of Team work

- ❖ Interpersonal conflict Disagreements and mistrust can lead to conflict. It can ruin teamwork and even result in the project failing.
- ❖ Infectious bad habits Teamwork is not only a moment to learn from each other and develop themselves. However, it could be a moment for a member's bad habits to spread to other members.
- ❖ Not suitable for all employees Some employees may be more effective and productive when working alone than as a team. For example, teamwork might result in unnecessary interruptions by other members. Thus, they may find it difficult to focus.

- ❖ **Poor team quality -** Skilled and qualified members determine how successful the team works. **For example:** suppose the team is made up of incompetent people; in that case, they may spend more time, consulting each other without clear progress.
- ❖ **Domination by a few employees** Some members with good skills and knowledge may not voice their opinions because they are not good at communicating. On the other hand, rhetorical and extroverted (talkative, open-minded) people may dominate conversations and situations. Thus, each member cannot contribute optimally because some tend to dominate. In other cases, such domination may also lead to an unequal division of roles and responsibilities.
- ❖ **Time-consuming** Building a successful team takes time. Members have to adapt to each other and work in an organized manner.

# Interpersonal Communication

- What is Interpersonal Communication?
- The process of **exchange of information**, ideas and feelings between two or more people through verbal or non-verbal methods.
- It often includes face-to-face exchange of information, in a form of voice, facial expressions, body language and gestures. The level of one's interpersonal communication skills is measured through the **effectiveness of transferring messages** to others.
- Online conversations today make a large portion of employees' interpersonal communication in the workplace.



#### Importance of Interpersonal Communication

- Let's now take a look into why **interpersonal communication is crucial** for your career development and productivity in the workplace.
- 1. Problem solving Interpersonal communication skills are necessary because they allow people to discuss problems and weigh the pros and cons of alternatives before taking the final solution. For example, brainstorming exercises are situations in which interpersonal communication comes into play as it is very important that everyone feels respected and free to <a href="mailto:share their voice">share their voice</a>, ideas and views.
- 2. Alignment with business goals Poor communication between employers and employees can harm the business in many ways. When managers and leaders are unable to clearly communicate tasks, workers can quickly become frustrated and disconnected with the business goals. Moreover, many employees say that their managers don't give them clear directions and goals for their work.
- 3. Employee recognition Good interpersonal communication drives more employee recognition. When employees have good interpersonal relationships with each other and their managers, they are more likely to recognize each others' good work and give constructive feedback.

- 4. Workplace miscommunication Managers who maintain professionalism, open workplace communication and a positive attitude are more likely to be seen as approachable by their employees. When employees feel like they can speak openly with decision-makers, workplace miscommunication, gossip and rumors are much less likely to happen.
- 5. Employee success Good interpersonal communication skills are also necessary for managers to help their employees do their jobs successfully. Leaders need to be able to pass on the right skills to the employees that will enable them to perform their tasks and achieve business goals. Moreover, they should be the ones to teach their employees interpersonal communication skills.
- 6. Conflict management Conflict is normal in the workplace, and we can't always expect from our employees to resolve conflicts in a calm and timely manner. When conflicts like this arise, interpersonal communication becomes crucial for resolving them. Conflict management cannot happen without effective interpersonal communication. In fact, all conflict management strategies that use communication to soften situations in stressful environments are much more successful.

- The 10 key soft skills identified as crucial for Interpersonal Communication.
  These include:
- 1. **Communication** oral, speaking capability, written, presenting, listening
- Courtesy manners, etiquette, business etiquette, gracious, says please and thank you, respectful
- 3. Flexibility adaptability, willing to change, lifelong learner, accepts new things, adjusts, teachable
- 4. Integrity honest, ethical, high morals, has personal values
- 5. Interpersonal skills nice, personable, sense of humour, friendly, empathetic, positive
- **6. Attitude** optimistic, enthusiastic, encouraging, happy, confident
- 7. Professionalism businesslike, poised
- 8. Responsibility accountable, reliable, gets the job done, resourceful, self-disciplined, common sense
- 9. **Teamwork** gets along with others, agreeable, supportive, helpful, collaborative
- 10. Work Ethic hard working, loyal, initiative, self-motivated, on time

# **Business Etiquette**

- Etiquette means the customary code of polite behaviour in society or among members of a particular profession or group.
- Etiquette is now considered a vital business skill and is important for getting along with team members and while in public.
- Proper etiquette in the workplace helps you appear polished, professional, and confident.

- Factors that influence etiquette in the workplace include:
  - Your personal appearance
  - Your personal grooming
  - Your smile
  - Your phone skills
    - Be conscious of how your voice sounds.
    - o Be courteous when you call someone.
    - Convey a positive, profession attitude when answering phone.
    - End calls with courtesy and clarity.
    - Use your own voicemail features to help callers.
    - o Be considerate when leaving voicemail messages

- Business Etiquette in Social Settings: As you represent your company when you are in public, follow these steps:
- Make sure your appearance and actions are appropriate to the situation.
- Get to know the customs of the culture when you meet new people.
- When introducing yourself, include a brief description of your role in the company.
- When introducing two people, speak both their first and last names clearly and offer some information about each person to ease them into a conversation.
- Introduce the lower-ranking person to the senior-ranking person.
- When you've been introduced to someone, repeat that person's name as soon as possible.

# What is Email?

- Email stands for electronic mail. It is the most preferred means of communication because it is cheaper and faster. It is used in formal, semi-formal as well as an informal way of expression or writing. There are two ways to write the email:
- Formally
- Informally
- An email is a method of creating, transmitting, collecting and receiving information over the electronic communication system.

#### How to Write an E-Mail

- The format is given below:
- From: Sender's Mail id
- To: Recipient's Mail id
- **Cc**: Other concerned person's with visible email ids
- Bcc: Other concerned person's with invisible email ids
- Subject: Reason for writing the mail
- Greeting/Salutation: Display your respect (Such as Sir, Respected Sir)
- Main Body: Content of the email
  - Introduction
  - Discuss the matter in detail
  - Conclusion
- Closing line: Thank you for the consideration
- Attachments: Attach reference files
- Signature line: Name and contact details

#### The Format of a Formal Email

- 1.Introduction
- 2. Body of the Text
- 3. Conclusion

#### 1. Introduction

- Depending on the type of relationship you have with the person you're writing to, there are different ways of starting an email, but any email should always start with a greeting. In our specific case being formal, the most appropriate options are:
- Dear Mr/Mrs/Ms (surname of the recipient, e.g. Mr Black)
- Dear Sir/Madam (if you don't know the name of the recipient) or more generally 'To whom it may concern'
- After the initial greeting you need an introductory sentence that indicates clearly the reason for writing and is consistent with the subject of the email.
- I am writing with regard to... (email subject)
- I am writing in connection with... (email subject)
- I am writing in reference to...

- If you're writing an email to send information, you can start with one of the following sentences:
- I am writing to let you know...
- I am delighted to tell you... (if you're communicating good news)
- I regret to inform you that... (if you're communicating bad news)
- If instead you're replying to an email you received, you can say:
- I am writing in response to...
- I am writing in reply to...
- I am writing to thank you for... (if you need to thank the recipient)

# 2. Body Of the Text

- There are no conventional formulas for writing the body of the text.
- It's useful to prepare an initial draft and then proceed with any corrections.
- The general rules are that, the text should be divided into short paragraphs that avoid abbreviations and acronyms, but you can use abbreviations and acronyms in the informal email.
- Based on the type of message you're sending, there are various ways to write a final invitation before ending the email, such as:
- I look forward to hearing from you soon
- Thank you in advance
- For further information, please do not hesitate to contact me
- Please let me know if you have any questions
- Thanks for your attention

#### 3. Conclusion

- The most common ways to end an email are:
- Best regards
- Kind regards
- Yours faithfully (if you began the email with 'Dear Sir/Madam' because you don't know the name of the recipient)
- Yours sincerely (if you began the email with 'Dear Mr/Mrs/Ms + surname)
- Regards

#### Example 1: Delay with the delivery of an order

- Subject: Delivery delay
- Dear Mr. Pascal,
- We regret to inform you that we will not be able to respect the deadline previously agreed for the delivery of your order. Our supplier has warned us today that they are experiencing supply problems, which will result in a delay in our production chain. We count on your understanding and thank you for your patience.
- Please accept our apologies.
- Best regards,

# Example 2: Replying to a job advertisement

- Subject: Web Content Editor position
- Dear Sir/Madam,
- With reference to your job ad in xxx, I would like to submit my application for the position of Web Content Editor in your company.
- I graduated in Communication Sciences at the University of xxx and worked for several years in a Digital Agency as Content Specialist. I believe my skills and experience are in line with the requirements for the job position. I will be glad to introduce myself in an interview, that will allow you to better evaluate my possible recruitment.
- Please find attached a copy of my resume. I look forward to hearing from you.
- Yours faithfully,

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### **Informal Email Writing Format**

An email written for any friends, family members or relatives comes under this category. Use of polite, friendly and casual words along with proper greetings and closings are some of the rules of the informal emails.

#### **Sample**

- Suppose you have to write an email to your friend inviting him or her to your birthday party.
- To: XYZ
- ► ¢C/BCC:
- Subject: Invitation to a birthday party
- Hi XYZ!
- Hope this mail finds you in the best of your time. I am very happy to invite you to my birthday party on Nov 03 at ABC Hotel from 7:00 pm to 10:00 pm. The theme of the birthday party is 'Pirate of the Caribbean".
- It would be great if you come and join us at the party. We will have a great time and fun together.
- See You Soon

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# Thank YOu