

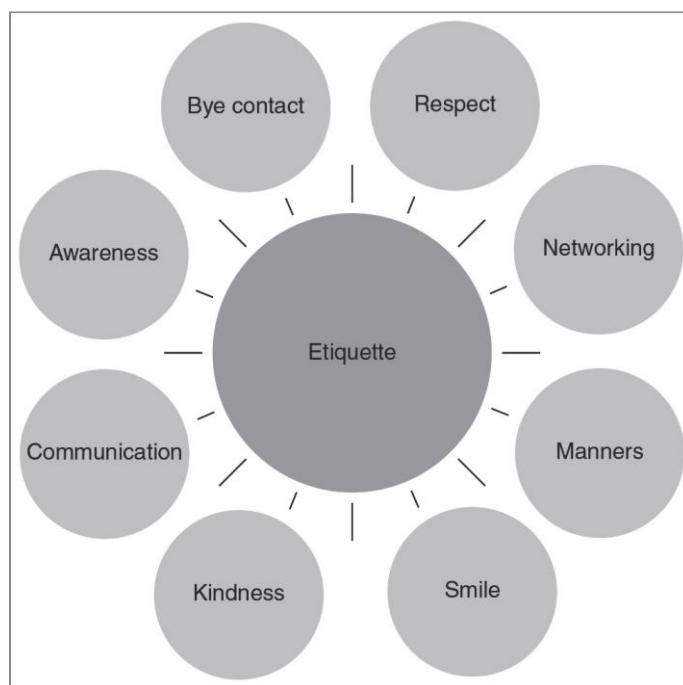
Social Etiquette in Personality Development

1. Introduction

Objective: Familiarize participants with the concept and importance of social etiquette.

Good manners will open doors that the best education cannot. ~ Clarence Thomas

- **Definition of Social Etiquette:** Social etiquette refers to the conventional norms and behaviours expected in social interactions, ensuring mutual respect and smooth communication.
- *Etiquette is behaving yourself a little better than is absolutely essential*
~Will Cuppy



2. Core Concepts of Social Etiquette

Objective: Deep dive into the principles and types of social etiquette.

A. General Etiquette

1. Politeness and Amicability:

- **Definition:** Politeness is the act of showing consideration for others through respectful and courteous behavior.
- Use "please," "thank you," and "excuse me."
- Show respect for the fellow being, especially to elders and women. Lend your ear if the other person wants to voice his/her opinion. Do not intrude in the

personal space of others both physically and otherwise. If you are with the person of authority, your language and nonverbal cues should be full of humility. Speak out only if you have something to say, else be a good listener.

2. Respect for Time:

- **Definition:** Respecting time refers to valuing others' schedules and being punctual.
- **Punctuality:** The cornerstone of respect.
- To be in time is one parameter that can gauge your seriousness and behaviour. Be punctual whether in office or to doctor or your child's school or even while boarding a flight or train. This is part of your etiquette, and these habits cultivate through the passage of time.

3. Body Language and Non-Verbal Cues:

- **Definition:** Non-verbal communication includes gestures, posture, facial expressions, and other physical signals that convey information.
- Importance of eye contact, posture, and gestures.
- Avoiding fidgeting or invading personal space.

B. Professional Etiquette

1. Meeting Etiquette:

MEETING

1. Pay attention to INTRODUCTIONS

2. Minimize DISTRACTIONS (phone usage)

3. GREET people you meet accordingly.

4. Do not stand while introducing others or being introduced.

5. Provide INFORMATION about participant while introducing.

- **Definition:** Meeting etiquette involves respectful and professional behavior during formal gatherings.
- Arrive on time.
- Pay attention to introductions (e.g., addressing seniors formally).
- Minimize distractions like phone usage.
- As you meet a person, you are expected to greet him/her. Your first impression on the person must be good. For this you should smile and do a handshake or Namaste, as appropriate in the given situation. During a handshake you should also make an eye contact to exude your interest in the meeting. If you make a firm handshake, it reflects your confidence. A limp handshake shows a lack of confidence and gives the impression that you are not interested in the person. To make a good impression at a meeting, adhere to the following etiquette:
 - Do stand while introducing others or being introduced.
 - While introducing the participants, provide essential information about them along with their names. For example, "Kalpana, please meet Dr. Sharma, Dean Research and Consultancy Unit, BITS, Pilani"

2. Dining Etiquette:

- **Definition:** Dining etiquette refers to the rules and practices that ensure respectful and polite behavior during meals.

DINING

1. Proper table manners.

- Proper table manners (e.g., using utensils correctly, not speaking with food in the mouth).

2. Look for HOST to INDICATE.

- Indian habits of eating and dining have a lot of variety; therefore, one has to learn the dining and eating etiquette consciously. Sometimes during a job interview you may be made to eat a meal so that the interviewer could observe your dining habits. If you do follow the dining etiquette, chances of your rejection increase.

3. NAPKIN placements.

1. Look for the host to indicate your seat on the table

4. Do not impose your choices on others.

2. Put the napkin in your lap before beginning to eat

5. Wait for ALL to start.

3. If you have to order, always opt for easy to eat dishes

6. good POSTURE maintained.

4. Do not impose your choice of food on others. Let others also give their choices

7. Eating PACE. (match with others.)

5. Wait for all to start

6. Put your hands on your lap if not eating

Napkin placements:

7. Sit in the right posture with arms close to your body

1. Napkin ON LAP before starting to eat.

8. Do not bring your head to the plate, but take food to your mouth

2. Napkin ON CHAIR , if you have to excuse yourself.

9. Match your eating pace with that of others

10. Keep the conversations rolling on

3. Napkin CLOSE to PLATE at the end of meal.

11. If you have to excuse yourself, keep napkin on the chair

12. At the end, place the napkin close to the plate

13. Move the chair to its original position after you get up and always eat with your mouth close.

3. Technology Etiquette:

- **Definition:** Technology etiquette refers to appropriate and respectful behavior when using digital communication tools.

- **Email:** Use professional salutations and concise language. Following are some rules that should be implemented for writing better communication for their clients:

TECH

1. CONCISE (to the point)

1. Be concise and to the point

2. Correctness (maintain 7C's of communication)

2. Number your questions

3. DEADLINES mentioned

3. Make usage of proper spellings, grammar and punctuation

4. Avoid ABBREVIATIONS.

4. Mention deadlines

5. Reply FAST.

5. Avoid abbreviations

6. No Unnecessary FILES.

6. Try to reply fast

7. no CAPITAL letters.

7. Avoid attaching unnecessary files

8. Do not write in capital letters

9. Use expressive subject lines

10. Go through the email once again before you click ‘send’

PHONE

1. Speak Clearly
2. Avoid loud convo.
3. Talk carefully when in public.
4. Do not converse with multiple people at the same time.
5. Do not converse with other person in real life while on phone. - leads to CONFUSSION

- **Phone:** Speak clearly, avoid loud conversations. When you talk in public space, remember everyone around is listening to you. To prevent your personal life becoming public, you must not talk something too personal at a public place. While you are on the phone, do not converse with a person around you, as this will lead to a lot of confusion for the person at the other end of the phone. He/she will not understand what you are saying to him/her and what to the other person.
- **Social Media:** Maintain a professional online presence.

1. Your social media profile must be complete
2. Avoid multiple profiles
3. You become what you post
4. Be minimal on automation
5. Do not be ubiquitous in all media
6. Be amicable
7. Do not be desperate
8. Be careful of spam
9. Engage in constructive comments
10. Do not be miser in giving credit

SOCIAL MEDIA

1. Profile should be complete.
2. Avoid MULTIPLE profiles.
3. BE Minimal
4. Don't be DESPERATE.
5. Careful of SPAM and THREATS.
6. CONSTRUCTIVE comments.