

Professional Etiquette & Client Interviews

"Etiquette is the grease that makes life go smoothly."



Mastering Professional Etiquette

Professional etiquette is the set of rules and behaviors that govern how people interact in a professional setting. It includes verbal and non-verbal communication, and is important for building trust **Positive** and respect



Mastering the Art of Active Listening

- 1** Focus on understanding the speaker's message, not just hearing the words.(concentration ,open mindedness)
- 2** Pay attention to non-verbal cues, such as body language and tone of voice.(body language,tone of voice)
- 3** Listen to understand, not to reply. Focus on their message, ask questions, and repeat their points to confirm.(uphold immediate judgement)
- 4** Ask clarifying questions to gain deeper insights and show engagement.





Client Interview Excellence:

Punctuality

Arrive 10-15 minutes early to demonstrate respect for the interviewer's time.

Professional Attire

Choose clean, well-fitted clothing that reflects the company's culture and the position you're interviewing for.

Confidence Handshake

A confident handshake shows you're ready to engage and build a relationship.

Good Posture

Sitting upright with shoulders back demonstrates confidence and professionalism.



Effective Communication Skills in Interviews

1

Re-search about the interviewer :
for (skills, experience, qualities).

2

Clear & Crisp Answers :

Keep your answers short and easy to understand. Don't talk too much or go off track.

3

Stay Confident :

Talk about what you're good at and your successes. Keep the tone upbeat.

4

Ask Good Questions :

Show you're interested by asking thoughtful questions. It proves you're prepared.



The Power of Body Language



Keep your body relaxed and open

Avoid crossing your arms or legs to show you're friendly and ready to listen.



Smile warmly and naturally

to make others feel comfortable and welcome.



Use hand movements to highlight important ideas

keep your audience interested.



Ethical Conduct: Building Trust and Credibility

1

Honesty and integrity, always telling the truth.

2

Confidentiality, protecting sensitive information.

3

Respect for diversity, valuing different perspectives.


4

Avoiding gossip and negativity, maintaining a positive environment.



Conclusion: Etiquette as a Competitive Advantage

Investing in etiquette training can significantly improve career prospects. Professional etiquette enhances relationships, builds trust, and sets you apart in a competitive job market. Remember, etiquette is not just about rules; it's about showing respect and consideration for others. Implement these strategies to elevate your professional presence and achieve success in your career.



BCC

Understanding BCC: Blind Carbon Copy

Definition

BCC includes recipients without other recipients knowing.

Use Case

Protect privacy or send a mass email. BCC recipients in a newsletter.

Etiquette

- Use BCC for large lists.
- Don't BCC your manager without notifying original recipient
- Don't BCC someone to discuss the primary recipient without them knowing

Email Signature Essentials



Full Name

Clearly state your name.



Job Title

Indicate your role.



Contact Info

Include phone, email.



Company Website

Link to your company.

Signature Etiquette: Dos and Don'ts

Dos

- Keep it concise.
- Use a professional font.
- Ensure links work.

Don'ts

- Avoid excessive images.
- Don't include personal quotes.
- Avoid large fonts.

Leave Request Example

Subject: Leave Request - March 10, 2025 - [Your Name]
(specify,concise)

Hello Sir/Ma'am,(greeting)

I am requesting a leave of absence for March 10, 2025, due to a medical issue.

I have already submitted the formal leave request via the company dashboard.(give reason)

Please let me know if any additional information is needed.
(attachment)

Regards,
[Your signature]



*Thank
You!*

