

# Day 8 : Learn Corporate Etiquette

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## Course Overview – Corporate Etiquette

Is online course mein aap seekhenge ki ek simple **muskaan (smile)**, **time par aana (punctuality)**, **cubicle (office desk) ko neat rakhna**, aur **co-workers ke saath achhe relations** kaise banaye jaate hain.

Yeh sab chhoti chhoti baatein aapko ek **professional aur successful employee** banne mein madad karti hain.

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## Target Audience – Kin logon ke liye hai yeh course?

Yeh course un logon ke liye bana hai:

- Jo undergraduate students hain aur job dhundh rahe hain
  - Jo already job mein hain (working professionals)
  - Ya jo apna business shuru karna chahte hain (entrepreneurs)
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## Course Content – Aap kya-kya seekhenge?

### 1. What is etiquette?

Etiquette yaani vyavhaar ke niyam kya hote hain?

### 2. Basic rules of corporate etiquette

Office culture mein kaise behave karna chahiye?

### 3. Dressing in business

Professional dress kaise pehna jata hai?

### 4. Cubicle etiquette

Apne work desk par safai aur discipline kaise maintain karein?

### 5. Internet etiquette

Email, messages aur internet ka sahi tarike se istemal.

### 6. Meeting etiquette

Meetings mein kaise bolna, kaise sunna, punctuality wagairah.

### 7. Courtesies at the door and elevator

Lift aur darwaazon ke paas basic manners kya hote hain?

### 8. Summary

Pura course ka short recap.

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## Module (8) :

### Learn Corporate Etiquette: A Senior's Guide to Acing Your Professional Game!

Ever wondered how to perfectly navigate the corporate world without messing up? Don't worry ! This module on Corporate Etiquette is like your personal cheat sheet to becoming a pro in the office. Let's break it down, so it's super easy to understand!

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#### Objectives (Kya Seekhenge Hum?)

Is module ko complete karne ke baad, aapko pata chal jayega:

- **Business Etiquette ki Importance (Business Etiquette Kyun Zaroori Hai):** Ki business settings mein sahi tareeke se behave karna kitna important hai.
- **Business Etiquette ke Basic Rules (Buniyadi Niyam):** Business etiquette ke kuch simple rules jo sabko follow karne chahiye.
- **Right Business Attire Kaise Follow Karen (Sahi Office Attire Kaise Pehne):** Office ke liye perfect kapde kaise choose karein.
- **Cubicle Etiquette Kaise Follow Karen (Apne Cubicle Mein Kaise Behave Karen):** Apni workstation par kaise behave karein taki kisi ko discomfort na ho.
- **Internet aur Meeting Etiquette ke Do's and Don'ts ki Practice Karna:** Online aur meetings mein kya karna chahiye aur kya avoid karna chahiye.

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#### What is Business Etiquette? (Business Etiquette Kya Hai?)

Simple words mein, business etiquette woh saare rules hain jo aapko ek professional environment mein follow karne hote hain.

- **Goal:** Ye rules isliye follow kiye jaate hain, taaki ek mast aur pleasant work environment bana rahe.
- **How to achieve this?:** Jab aap apne co-workers ke saath courteous raho (polite), unki respect karo, aur unke time ki value karo.

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#### Basic Rules - Courtesies (Buniyadi Niyam - Shishtachar)

##### Greeting (Namaste/Abhivadan)

- **Handshake (Haath Milana):**
  - Ek firm handshake ek positive impression daalta hai.
  - Yeh aapke self-confidence ki nishani hai.
  - Jab handshake kar rahe ho, toh palms sweaty nahi hone chahiye.
  - *Visual idea:* Teen tarah ke handshakes – strong, weak, aur bone-crusher. Firm handshake ko tick mark kiya jayega.

## **Business Cards (Visiting Cards)**

- **Contact List Banana:** Ye aapki contact list banane mein help karte hain.
- **Networking:** Network banana zyada important hai.
- **Confidence:** Business card do ya lo, poise aur confidence ke saath.
- **No Card? No Problem!**: Phone number aur email ID share karo.
  - *Visual idea:* Ek haath ek visiting card dusre haath ko de raha hai.

## **Space (Jagah/Duri)**

- **Distance:** Kam se kam ek arm-distance maintain karo.
- **Respect Personal Space:** Kisi ko uncomfortable na karo.
- **Physical Contact:** Sirf close colleagues ke saath.
- **Comfort Level:** Sabko touch karna pasand nahi aata.
  - *Visual idea:* Do log baat kar rahe hain, beech mein proper distance dikh raha hai.

## **Introductions (Parichay)**

- **Before Conversation:** Naye person ka introduction dena zaroori hai.
- **Roles too!:** Unke roles bhi batayein.
  - *Visual idea:* Ek person do logon ko office setting mein introduce kar raha hai.

## **In a Meeting (Meeting Mein)**

- **Listen Carefully**
- **No Gadgets!**
- **Don't Distract**
- **Confidentiality**
  - *Visual idea:* Meeting room with attentive participants and one person distracted with phone (with a red cross).

## **Language (Bhasha)**

- **No Foul Language**
- **Humour with Care**
- **Golden Words:** Please, Thank You, Sorry.
  - *Visual idea:* Teen heart-shaped balloons – Please, Thank You, Sorry.

## **Volume of your Voice (Aawaaz ki Matra)**

- **Low but Audible**
- **No Shouting**
- *Visual idea:* Aadmi megaphone pakde hai, par cross symbol ke saath.

## **Personal Details (Vyaktigat Jaankari)**

- **Not Appreciated by All**
  - **Share First**
  - **Avoid Sensitive Questions:** Marriage, salary, kids, age.
    - *Visual idea:* Signpost with personal topics like Family, Work, etc.
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## **Basic Rules - Personal Hygiene (Vyaktigat Swachhta)**

- Daily Shower
  - Clean Clothes
  - Fresh Socks
  - Check Breath
  - Deodorant/Perfume
    - *Visual idea:* Clean clothes, fresh socks, deodorant bottle.
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## **Basic Rules - At the Cafeteria (Cafeteria Mein)**

- No Queue Breaking
  - Vacate Spot
  - Ask Permission to Sit
  - Eat Politely
  - Hygiene & Utensils
  - Clean Up Spills
  - Same Table (Policy)
  - No Gossip
    - *Visual idea:* Saaf-suthri cafeteria jahan log politely kha rahe hain.
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## **Basic Rules - Interrupting a Person**

- **Impolite:** Interrupt karna rude hota hai.
- **Wait for Turn**

## **Impolite Ways:**

- "Just a minute"
- "No way, listen to me."
- "What are you talking about?"
- "Oh my!"
  - *Visual idea:* Cartoon with impolite thought bubbles.

## **Polite Ways:**

- "I am sorry to interrupt but..."
- "Excuse me, I'd like to add to that?"
- "If you don't mind, may I add a point?"
  - *Visual idea:* Cartoon with polite interjections.

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## **Dressing in Business (Office Mein Kaise Kapde Pehnein)**

### **For Men**

- Dress Code
- Avoid Loud/Offensive Prints
- Coordinate Belt & Shoes
- Formal Shoes
- Clean Shoes
- Matching Socks
- Light Perfume
- Grooming
  - *Visual idea:* Well-dressed aadmi with polished shoes and belt.

### **For Women**

- Dress Code
- Avoid Revealing
- Minimal Accessories
- No Party Wear
- Comfortable Clothes
- Light Makeup
- Neutral Nails
  - Comfortable Footwear
  - Neat Hair
  - *Visual idea:* Professional lady in neat office attire.

## Cubicle Etiquette (Cubicle Mein Kaise Rahein)

### Do's

- Neat & Clean
- Manage Calendar
- Prioritize Work
- Pin Up Noticeboard
- Switch Off
- Remove Post-its
- Seek Permission
  - *Visual idea:* Tidy cubicle with thumbs up.

### Don'ts

- No Loud Talking
- No Occupying
- No Eating
- No Personal Calls
- Secure Documents
- Don't Be Rude
- No Loud Music
- No Inquisitiveness
- No Pranks
- No Games
  - *Visual idea:* Messy cubicle with wrappers and sad face emoji.

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## Internet Etiquette (Internet Mein Kaise Behave Karen)

### Do's

- Choose Right Language
- Respond on Time
- Proper Email Format
- Check FAQs
- Appropriate Group
- Spelling & Grammar Check
  - Original Mail
  - Individual Mails
    - *Visual idea:* Globe with network lines, computers, thumbs up.

## **Don'ts**

- No Mocking
- No Desperation
- Respect Privacy
- No Angry Emails
- No Personal Photos
- Face-to-Face Rule
- No Spam
  - *Visual idea:* Sad face emoji on globe with network lines.

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## **Meeting Etiquette (Meeting Mein Kaise Rahein)**

### **Do's**

- Read Agenda
- Carry Essentials
- Be Punctual
- Be Attentive
- Dress Appropriately
- Polite Questions
- Silent Phone
- Mute on Conference Call
- Allotted Time
  - *Visual idea:* Active participants in meeting with thumbs up.

### **Don'ts**

- No Arguments
- No Interrupting
- No Late Registration
- No Distracting
- Give Feedback
- No Chewing Gum
  - *Visual idea:* Meeting room with distracted people, sad face emoji.

## Courtesies at the Door and Elevator (Darwaze aur Lift Par Shishtachar)

- Hold Door
- Say Thank You
- Wait to Exit
- Move to Back
- Face Forward
- Use Stairs
- "Excuse me" to Exit
- Maintain Silence
- No Conversation
- No Curiosity
  - *Visual idea:* Polite people using elevator, holding doors.

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## Summary (Saransh)

- **Healthy Relationships:** Business Etiquette se positive work environment banta hai.
- **Basic Rules for All:** Sabko rules follow karne chahiye.
- **Door & Elevator Courtesies:** Chhoti baatein, bada impact.
- **Dressing & Hygiene:** Professional appearance = Professionalism.
- **Professionalism is Key:** Meeting & Cubicle etiquette show your attitude.
  - *Visual idea:* Notebook with pen and key points highlighted.

## Case Study: "The First Day of Rahul in Office – A Lesson in Corporate Etiquette"

### **Story :**

Rahul ek nayi IT company mein join karta hai. Woh excited bhi hai aur thoda nervous bhi. Lekin office ke pehle hi din usse kuch aise galtiyan ho jaati hain jise uska impression kharaab ho jaata hai.

### **Entry & Elevator**

Subah Rahul office ke lift area mein pahuchta hai. Ek colleague lift ke liye door hold kar rahi hoti hai, par Rahul bina "Thank You" bole andar chala jaata hai. Lift ke andar woh phone pe loud baat karta hai aur sabko disturb karta hai.

### **Dress Code**

Rahul ne ek flashy T-shirt pehni hoti hai jisme funny aur thoda offensive quote likha hota hai. Shoes bhi casual sneakers hote hain. Colleagues thoda awkward feel karte hain.

### **Cubicle Behavior**

Apna cubicle use karte waqt Rahul loud music sunta hai bina headphones ke, aur bina pooche apne side waale colleague ke cubicle mein ghus jaata hai pen lene. Jab uska lunch time hota hai, woh wahi par chips aur sandwich nikaal leta hai — crumbs har jagah gir jaate hain.

### **Personal Questions**

Lunch ke time woh naye colleagues se milta hai, aur bina jhijhak poochh leta hai:

“Aapki salary kitni hai?”

“Shaadi ho gayi?”

“Kitne bache hain?”

Log thoda shock ho jaate hain par smile kar ke ignore karte hain.

### **Cafeteria Missteps**

Cafeteria mein woh line tod deta hai aur kisi aur ke table par bina permission ke baith jaata hai. Jab khaana gir jaata hai, woh saaf kiye bina wahan se uth jaata hai. Do colleagues ki gossip sunke unka mazak bhi banata hai.

### **Meeting Blunders**

Afternoon mein ek team meeting hoti hai. Rahul bina agenda padhe aata hai. Presentation ke beech phone check karta hai, chewing gum chaba raha hota hai, aur beech-beech mein presenter ko interrupt karta hai:

“Wait wait, I think that’s wrong.”

“Just a minute!”

Log uski body language se irritate hone lagte hain.

### **Email & Internet Etiquette**

Meeting ke baad woh gusse mein ek rude mail likhta hai manager ko — bina proofread kiye. Uske tone mein sarcasm hota hai aur capital letters ka use hota hai (“I THINK THIS IS UNFAIR”).

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## Analysis – Galtyaan Kya Hui?

Situation	Mistake	Sahi Etiquette
Elevator	Thank You na kehna, loud phone call	Door hold karna, silence maintain karna
Dress Code	Flashy T-shirt, casual shoes	Company dress policy follow karo
Cubicle	Loud music, unauthorized entry, eating	Headphones use karo, permission lo, cafeteria mein khao
Personal Questions	Sensitive sawaal bina rapport ke	Pehle khud open up karo ya avoid karo
Cafeteria	Queue todna, table dirty chhodna	Line follow karo, table clean rakho
Meeting	Unprepared, chewing gum, interrupting	Agenda padho, polite raho, phone silent rakho
Email	Rude mail, no proofreading	Cool down, professional tone, grammar check

## Case-Based Questions (for Practice)

**Q1.** Rahul ne jab bina pooche colleague ke cubicle mein pen uthaya, kya woh sahi tha?

A:  No, cubicle entry ke liye permission lena etiquette ka part hai.

**Q2.** Rahul ne lift mein sabke saamne phone par baat ki. Kya yeh professional behavior hai?

A:  No, lift mein silence maintain karna chahiye.

**Q3.** Personal questions poochhna kya acceptable hai first day par?

A:  No, unless rapport build ho chuka ho ya pehle saamne wala kuch share kare.

**Q4.** Meetings mein chewing gum aur interrupt karna acceptable hai kya?

A:  No, it breaks focus and looks unprofessional.

**Q5.** Ek angry mail bhejna bina proofreading kiye, kya sahi decision hai?

A:  No, aapko calm hokar, polite aur professional tone mein likhna chahiye.

## Conclusion

Rahul intelligent tha, lekin uski etiquette galtiyon ne uska pehla impression kharaab kar diya. Agar usne basic corporate manners follow kiye hote — jaise proper dress code, respect for personal space, polite communication, aur internet behavior — toh uska experience smooth aur positive hota.