



Explore | Expand | Enrich

SOCIAL AND CULTURAL ETIQUETTE

- VALUE
- MANNERS



VALUE

Social Etiquette

- Marked by courtesy
- Gender plays a role

Business Etiquette

- Marked by Hierarchy and Power
- Gender has no role



VALUE

Do's in a workplace

- Being respectful and courteous
- Voice at acceptable level
- Help others if possible
- Dress appropriately
- Know the rules
- Stay positive and smile



VALUE

Don'ts in workplace

- Engaging in idle gossip
- Avoid racial or sexual overtones
- Harping about previous achievements
- Trying to court favor with boss



MANNERS

Importance of good manners

- Significance – Good rapport
- Effects of professional, polite skills
- Netiquette
- Impressions
- Considerations



SOCIAL AND CULTURAL ETIQUETTE

Exhibiting good manners in workplace

- Take responsibility
- Respect others privacy
- Monitor conversation level



SOCIAL AND CULTURAL ETIQUETTE

Exhibiting good manners in workplace

- Listen and respond
- Customers are gold



SUMMARY

- Social and Business etiquette – Differences
- Importance of good manners
- Netiquette – Internet etiquette
- Exhibiting good manners

