

AI-00004 What is Social Norms Business Norms

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Social norms

Social norms are the unwritten rules that govern behavior in social situations. They are the expectations that people have about how others should behave in various social settings. Social norms vary across cultures and are shaped by a range of factors, including religion, tradition, and social values.

Business norms

Business norms, on the other hand, are the set of expectations that guide behavior in a business setting. They include professional standards, ethical principles, and legal regulations that govern how businesses operate. Business norms are often designed to ensure that companies operate in a fair and ethical manner, and that they comply with legal requirements.

While there is some overlap between social norms and business norms, they are distinct in several ways. For example, social norms are often more fluid and subject to change than business norms, which are usually more standardized and codified. Additionally, social norms tend to be more focused on social relationships and interpersonal interactions, while business norms are more concerned with organizational structures, processes, and outcomes.

Overall, social norms and business norms are both important for shaping behavior in different contexts. Understanding and adhering to these norms can help individuals

navigate social and business situations successfully, and promote positive outcomes for individuals, organizations, and society as a whole.

Examples of Social Norms:

- Saying "please" and "thank you" in everyday conversations.
- Keeping a distance of approximately two arms' length from others when talking.
- Covering one's mouth when coughing or sneezing.
- Holding the door open for someone who is entering or exiting a building.
- Wearing appropriate attire for different occasions such as formal events, casual outings, or religious ceremonies.

Examples of Business Norms:

- Adhering to ethical principles such as honesty, integrity, and fairness in business dealings.
- Following legal regulations such as those related to data privacy, environmental protection, and labor rights.
- Maintaining confidentiality of sensitive information related to the business, its clients, or employees.
- Honoring contracts and agreements made with business partners or suppliers.
- Adhering to professional standards in areas such as accounting, marketing, or project management, which may be set by industry associations or professional organizations.

Can I use social norms in business settings?

There may be some instances where social norms are applicable in a business setting, but it is important to recognize the differences between social norms and business norms and use them appropriately.

For example, using social norms such as saying "please" and "thank you" and showing respect towards others can help build positive relationships with clients, colleagues, and business partners. Similarly, keeping a distance of approximately two arms' length when talking can help maintain a professional demeanor.

However, it is important to also recognize that some social norms may not be appropriate in a business setting. For example, using informal language or making personal comments may not be appropriate in a professional setting.

In general, it is important to be aware of and follow the established business norms and practices in your industry, while also being mindful of appropriate social behavior that can contribute to positive professional relationships. By doing so, you can effectively navigate business situations and build successful relationships with others.