### Defining business etiquette
Selecting transcript lines in this section will navigate to timestamp in the video
- Have you ever felt confused or overwhelmed when figuring out how to handle professional situations? The good news, learning the principles of business etiquette can guide you to do and say the right thing, which will help you succeed and build productive, harmonious work environments. What is etiquette? Many people associate etiquette with formal, rigid rules and manners, but Emily Post, an American etiquette pioneer, says, "Etiquette is simply how people's lives touch one another." She believes it's about following three principles, consideration, respect, and honesty. To me, business etiquette is about interacting thoughtfully to set the right tone for forming strong professional relationships. My name is Nisha Trivedi. I'm a business etiquette trainer certified by the Emily Post Institute, and I'm passionate about helping professionals be their best selves. I have an MBA from the University of Michigan, along with corporate and nonprofit experience. I've also coached dozens of MBA applicants to achieve their educational and professional dreams. In this course, I'll draw material from these diverse experiences to give you advice on introducing yourself, communicating effectively, navigating business social situations, tackling interpersonal situations, and ensuring a strong reputation online. You'll be equipped to forge good professional relationships and create better organizational cultures. Let's begin.

### Introducing yourself properly
Selecting transcript lines in this section will navigate to timestamp in the video
- As the expression goes, you don't get a second chance to make a first impression, it's true. When you meet someone new, you give that person immediate insight into your confidence and professionalism. So how do you ensure that the impression you make is a positive one. Today I'm going to share key ways to introduce yourself and others, to leave a positive first impression. First, make eye contact and smile. This is the most important element of the first 30 seconds of meeting anyone. If you're seated, stand up, if it's possible and practical for both of you. Next, acknowledge the person through a greeting gesture. Depending on what's culturally appropriate, this might be a handshake or an elbow bump, or you might clasp your hands in front of you. Whichever greeting you choose, don't be physically aggressive and respect the other person's personal space. Finally, exchange names. When the other person shares their name, repeat it so that you're more likely to remember it, especially if you're not wearing name tags. So instead of, "Nice to meet you," say, "Nice to meet you, Cameron." Sometimes you'll need to introduce two people to each other. You might be wondering, who do I address first? The best practice is to address the person who is more senior or who has more experience at the company or who you're trying to honor. This concept might be new to you. So what if you realize after the introduction that you performed it in the reverse order? Well, I think it's small enough to let go. It's certainly not something you need to bring to their attention. And if the people seem to be of comparable levels, just use your best judgment. A lot of networking events happen virtually. In these events, you won't be able to shake hands but all the other steps do apply. If you're using a platform that allows you to display your name, then do so as soon as you log on. It'll help people you're seeing for the first time remember your name. Practice introducing yourself to a friend. That might sound awkward but this will help you become even more confident about meeting new people. You got this.

### Getting names right
Selecting transcript lines in this section will navigate to timestamp in the video
- Have you ever had someone ask you, "Um, what's your name again?" Or mispronounce your name? How did you feel at that moment? Getting someone's name right is a sign of attention and respect. And it's crucial for a good impression. Here are some potentially awkward situations that can arise with names and how to handle them. First, there's pronunciation. Some people may have names that you're unfamiliar with. If you don't immediately catch the pronunciation when they introduce themselves, ask them nicely to repeat it, then try your best. You can word your question like this. "I heard Nisha, is that correct?" But what if you mispronounce someone's name immediately before you get the chance to hear them pronounce it correctly? If you realize your mistake in the moment, apologize and confirm the pronunciation, but then move on. Dwelling on your error will just make you both uncomfortable. If you realize it a bit later on, say at the end of a long meeting, then use your judgment. If you can catch them soon afterwards, offer a quick apology, then emphasize how nice it was to meet them to end the interaction on a high note. Then there are full names versus nicknames. Unless a person invites you to call them by a shorter version of their name, use their formal name. So don't call Jonathan John, unless he explicitly says, "Call me John." If you find someone's name challenging to pronounce, please don't ask them if you can shorten it or use another name. Try pronouncing it again until you get it right. Another tricky situation is remembering names. I've been there. Knowing that I've met someone before, but just not being able to recall their name. Here's what to do in that situation. First, admit it. The longer you wait, the more awkward it can be. If you find yourself needing to introduce them to someone else, then you really need to be upfront. Then apologize. Most people will understand. You can say, "I know we met at the media relations event in May, but your name is escaped me, apologies. Could you remind me one more time?" Then let it go. Don't dwell on it or bring it up again. Use it as a learning opportunity so that you improve your ability to remember names. If you're planning an event, consider distributing name tags. Seeing names visually can help some people remember them better. Practice using these tips the next time you meet new people. You'll remember names more effectively and avoid name related mishaps, which everyone you meet will appreciate.

### Communication best practices
Selecting transcript lines in this section will navigate to timestamp in the video
- "Forbes Magazine" once posted an article titled, "Communication Isn't Your Number One Problem, It's All Your Problems." That's a pretty bold statement. But indeed, poor communication, communication that's unclear, incomplete or disrespectful, is a leading cause of confusion and strife in the workplace. There are many types of miscommunication. However, the Emily Post Institute, the U.S.'s premier institute on etiquette, says that the most costly type of miscommunication mistake is not being aware of what types of communication are public versus those that are private. It advises if you can't put it on a bulletin board for anyone to read, don't email it, text it, leave it on a voicemail, tweet it or post it. Sound straightforward, right? Well, many problems have been caused by communications that don't follow the simple rule. So what kind of communications are private? A confidential conversation, in person or virtually, between two people, one that cannot be overheard and that's not being recorded. What types of communication are public? Pretty much everything else. With this in mind, every time you issue a piece of communication, consider these key questions to ask yourself to communicate appropriately. What do I need to communicate? Facts, who, what, when, where? Or more nuanced or sensitive information? What's the best communication medium for what I need to say. Email, phone call, video call, an instant message or an in-person conversation? If it's beyond the simple facts, then maybe a call or in person conversation is warranted. Am I striking a tone that's considerate and respectful? Do I need to send this message now or should I wait and reflect to make sure that I'm striking the right tone? And am I comfortable knowing that this message may be heard, seen, printed or forwarded to someone aside from the intended recipient? Even with these questions as a guide, sometimes it still can be hard to tell what to do. What if you need to bring something urgent to someone's attention, but aren't able to meet with them or jump on a call right away, then you can text or email them. Just limit the amount of sensitive information you include. For example, the text, "Morgan, I need to talk to you about how to handle Cameron's employment termination meeting, call me now," is not a message you'd want to pin on a bulletin board. To minimize risk, instead text, "Morgan, I need to connect with you on a time-sensitive, confidential matter. What's the earliest you can chat?" These principles will give you a foundation for how to communicate effectively and appropriately in a professional setting, no matter the situation.

### Email communication
Selecting transcript lines in this section will navigate to timestamp in the video
- What's tricky about emails, aside from the fact that there are too many of them? Well, they're simply words on a screen. In the absence of voices or facial expressions, these words need to convey information and tone. Because of that, a lot can go wrong. I've seen many confusing, incomplete, or inappropriate emails, which can lead to wasted time and hard feelings. I'm going to walk you through four common email pitfalls, and how you can avoid them. Pitfall number one. Emails containing incomplete or unclear information. To minimize errors, I recommend writing a draft, walking away, and then proofreading with fresh eyes. I encourage you to ensure that the subject line is clear, the links are working, the attachments are attached, and the facts are comprehensive. Ask yourself, "If I were the recipient, would I fully understand what I need to know or do? For example, if I'm announcing a meeting to a global organization, did I specify the time zone?" Pitfall number two. Inappropriate tone. If you're frustrated or angry, you might be tempted to take it out on the recipient, or vent about it to someone else. But before you hit send, ask yourself, "How would I feel if I received this?" Or, "How would I feel if this message went viral?" To avoid regrets, take time to cool down, then revisit your message. Pitfall number three. Wrong medium. Sometimes email isn't the optimal method of communication. They're not 100% confidential, since they can fall into the wrong hands. They also can be misunderstood, or unnecessarily prolong a conversation. Here's one example of when it's best to switch to another medium. At a consumer goods company, I was collaborating with my sales and forecast managers to resolve a volume projection issue. After exchanging emails, I realized each party was making different assumptions. I stepped back from the situation, and recognized we were not making progress forward. I realized a phone call with the team together, all at the same time could be more efficient, since it would give us the chance to talk things out. So I set up a conference call, and in 15 minutes we resolved the issue. If we kept emailing, who knows how long it would've taken? Pitfall number four. Misgendering. While you should never assume someone's gender, it can be especially easy to misgender someone in written communication. Early in my career, I worked with an overseas vendor named Rana. We communicated only over email. Assuming Rana was a female because the name ended in A, I kept addressing Rana as she or her in group messages. Then one day Rana's colleague responded. "By the way, Rana is a guy." How could I have avoided that situation? Well, I should have used gender neutral pronouns, they, them, and theirs, until I learned which ones were correct. Many people indicate their pronouns in their signature. Please respect them. This week, I encourage you to review your inbox, and consider three emails that could have been a verbal conversation. Think about how the outcome could have changed. This exercise will help you write more effective emails, and decide when to take the conversation offline.

### Conference calls
Selecting transcript lines in this section will navigate to timestamp in the video
- Have you ever been on conference calls where people just don't seem engaged or it's hard to hear because dogs are barking or children are crying? Or maybe you can't hear what you're supposed to hear because people keep accidentally muting themselves? I want to share some tips to make your conference calls before, during and after as smooth and productive as possible. First, before the call. If you're leading the call make sure the right people are included based on what needs to be discussed. I've been on too many calls where I've heard something like, "Wait, why isn't Jamie on here? They need to weigh in on X or Y." While it's unlikely that everyone will be available at the same time, be mindful of time zones and select the day and time that will work for most. As an invitee, make sure to notify the host if you're running late or unable to attend to prevent delays or confusion during the meeting. Send out an agenda 24 hours in advance. If there's pre-work that participants need to complete before the call, send it out sufficiently in advance so that everyone comes prepared. Then, during the call. Take a role call if you're leading the meeting. If not everyone knows each other, spend a few minutes on introduction of people and roles. Mute your line when you aren't speaking and encourage others to do the same. Speaking of mute, be very careful with the mute button. You don't want to be muted when you're speaking. You also don't want to be caught speaking about someone else at the meeting when you thought you were on mute. Avoid side conversations. These can be distracting and aren't respectful to the people leading the call. Share airtime. Wait for the speaker to finish their thought. If you're on an audio only call, announce your name before you speak as not everyone recognizes voices. And if you need to ask someone a question address them by name. Avoid going off agenda unless absolutely necessary. If you're leading the meeting, note the issue raised and then follow up with the appropriate parties afterward. Finally, after the call. Send out a follow up note within 24 hours afterwards indicating clear next steps and owners. If there needs to be a follow up meeting, schedule it when you still have the attention of everyone in the room to keep the momentum going. In your next conference call, practice incorporating the tips that are new to you. If you're leading it, consider grafting an email to attendees a full day in advance that share some of these tips. This way all of you will have smoother, more productive conference calls. Just remember to watch the mute button.

### Appearing on video
Selecting transcript lines in this section will navigate to timestamp in the video
- Have you ever been on a video meeting, and seen people or things in the background that you really weren't meant to see? And how does it make you feel when multiple attendees don't turn their cameras on? When you are on camera during a virtual meeting, it's important to make sure that you appear professional and engaged. Today, I'm going to share three approaches to elevate your appearance, engagement, and technology to improve your video presence. Appearance, make every effort to turn your camera on. This will help you appear focused. If you're unable to or feel uncomfortable doing so, for example, if you're not feeling well, or in a space that isn't camera-ready, or are having technology issues, then notify the meeting host. Try your best to carve out a dedicated workspace. While an office with the door isn't always available, Make sure that one, the background is neutral, nothing distracting behind you, such as a pile of laundry. And two, this space is relatively quiet. Optimize the space lighting. Your face will appear sharpest on camera when the main source of light is in front of you. Move a lamp or sit by a window. Keep your clothing professional with solid colors. Engagement. If you share a space with others, give them advanced notice that you'll be on a video call. This will maximize the chances that you won't be interrupted. Sometimes, this happens anyway. If you need to speak to them during the call, temporarily mute yourself and turn off your camera so that you don't distract fellow attendees. To ensure that attendees can hear you, make sure you speak at an audible volume. Also use hand gestures and facial expressions as appropriate to ensure that you're understood. Technology. If you're using a platform that allows you to display your name, do so to ensure that those who haven't met you know who you are. Additionally, you can display your preferred pronouns. Watch the mute/unmute button, as well as the video on/off button. You want to make sure you know when people can hear or see you. In your next video meeting, practice incorporating the tips that are new to you. If you're leading an upcoming video meeting, consider drafting an email to attendees a full day in advance that share some of these tips. This will ensure that everyone is making a positive impression.

### Texting appropriately
Selecting transcript lines in this section will navigate to timestamp in the video
- Have you ever sent a text that contain misspellings or wrong words, often thanks to auto-correct? Or have you ever been put off by the tone of a text you received? If so, you've seen that texting can be rife for misunderstanding and miscommunication. This makes it especially important to make sure you text appropriately in a professional context. After all, the last thing you want to do is leave a negative impression with colleagues. Here are some guidelines to follow when you need to text someone you're working with. Like email, with texting it can be easy to get stuck in a loop of communication. If you're conveying information beyond simple facts or instructions such as please call me at 3:00 PM instead of 2:30 PM or the marketing meeting has been moved to room 505, then call the person to discuss. You'll be more efficient with your time. Text makes it easy to fire off a response, especially in the heat of the moment. Before hitting send, ask yourself, first, is my tone considerate and respectful? Then, do I need to send this message now or should I reflect for a minute to make sure I'm striking the right tone? Proofread before hitting send for word choice and spelling. Make sure you're sending the text to the right person. This may sound obvious but think about how many people with the same first or last name you have in your phone's contact list. Be mindful of length. It can be tedious to scroll through a long text or answer multiple questions with a response. If you need to write more than a couple sentences, use email instead, especially if you don't need a response right away. Be very careful with emojis. For the most part, emojis are best left to personal conversations. Occasionally at work, a smiley face can be used to diffuse tension or lighten a tone but use it sparingly and exercise good judgment. With texting, there's often an expectation to respond sooner than you would to an email. This time pressure can lead to the errors I described. While you don't want to keep the recipient hanging, texts don't always require an instantaneous response. So next time you're about to send a work-related text, take a moment to ensure that you're sending the right message to the right person in the right tone. And when in doubt, use a different method of communication.

### Breaking into groups
Selecting transcript lines in this section will navigate to timestamp in the video
- Imagine this situation. You're entering a professional networking event. Upon looking around the room, you see many groups of people chatting, but realize that you hardly recognize anyone. If you're like many people, you might find it challenging to break into conversations in this setting. Today, I'm going to share strategies for navigating professional events effectively so you can meet new people. First, if you know someone in the group, go over to them, make eye contact, and smile so they can greet you. This is an easy way in. If you don't know anyone in the group and are interested in joining it, go ahead and approach it with a smile, and there's a good chance that they'll let you in. Do this with groups of three or more, since it can feel more awkward to break into a conversation of two people. Then, if the conversation continues, wait for a natural break, then introduce yourself. Hi, I'm Nisha. It's good to meet you all. Next, acknowledge each person individually when they introduce themselves, looking them in the eye and smiling. Nice to meet you, Charlie. Then, you can engage the group by asking questions, such as, how did you hear about this event? What type of work do you do? What did you think of the guest speaker? Listen at least as much as you speak, to show genuine interest. It's also good to be able to conduct small talk during these interactions. To ensure you're prepared, build basic knowledge of crowd-friendly topics, such as sports, the entertainment world, and current events. Avoid controversial topics, such as religion and politics. You can't assume that people will share your views, and you don't want to rub anyone the wrong way. If you're asked for your point of view on a touchy subject, you can just smile and deflect with something like, "That's a complicated topic, so I think I'll pass. "By the way, what's everyone doing for the long weekend?" I hope that these tips give you more confidence to meet new people. Next time you attend a professional social event, give them a try and watch your network grow.

### Networking dilemma
Selecting transcript lines in this section will navigate to timestamp in the video
- What do you do when you find yourself in a lengthy conversation with one person? You want to meet other people, but you can't seem to figure out how to exit the conversation without offending the other person. At professional networking events, your goal generally is to make meaningful connections with multiple individuals. Today, I'm going to share a few tactics to help you meet several attendees, even if you're in a lengthy conversation with one person. A popular tactic is to try to escape by saying, "Hey, I'm going to grab some water. "Do you need anything?" Sure, that might work sometimes, but there's always the risk that the other person may say, "Yes, I'd like one too. "I'll come with you." So here's how I recommend handling it, instead. I suggest being more direct while still remaining polite and warm. As soon as it seems there's a break in the conversation, you can say, "Cameron, it was excellent to meet you. "I'm going to circulate the room before the program begins. "I'll see you around." Or if you find that you're really struggling to get a word in edgewise, feel free to even be more direct. As soon as you feel comfortable interjecting, such as at the end of a sentence, address the person by name. "Hey, Cameron." Use a culturally appropriate greeting gesture, such as extending your hand to shake theirs or offering an elbow bump. Then, express how nice it was to meet them before excusing yourself. It's quite unlikely that this person will be offended. After all, they're probably there to meet other people as well. They also may not have realized how quickly time has passed. There's another way to end the conversation, one that's fully in the networking spirit of the event. If you're talking to someone you just met and someone you know comes up to join you, then introduce the two of them. It's even better if you can do so while offering common ground. For example, by saying, "Cameron, Morgan also works in media relations." Then, you can excuse yourself and feel proud that you helped make a connection. Try these tactics the next time you're at a networking event. It should give you the chance to speak with as many people as possible.

### Thanking your host
Selecting transcript lines in this section will navigate to timestamp in the video
- I've always enjoyed advice columns in which people write to media columnists about their etiquette or social dilemmas to be counseled on how to handle them. In many instances, I've seen writers express disappointment about not receiving a thank you note from someone for a gift or other kind gesture. Often, they claim that thank you notes seem to be a lost art, with people seemingly writing them less frequently than in past years. Whether or not thank you notes actually are becoming less common, rest assure that they are always welcome. After you attend a professional event, sending a thank you note to the host not only makes them feel appreciated, but also helps you build or maintain a good relationship with them. Now I'd like to share with you advice on thanking someone appropriately. You might wonder, "Do I need to mail a physical note, or can I just send an email?" Good question. In most instances, sending an email within 24 to 48 hours of the event is sufficient. Keep it brief, thanking your host for their hospitality, and mentioning something you particularly liked about the event. It's also great to acknowledge something you discussed with the host. If the event was particularly elaborate or formal, then a handwritten thank you note is ideal. Mail it as soon as possible so that the host receives it within a couple of days of the event. Add a reminder to your calendar for the next day so that you don't forget, and keep stationary handy. If the event had multiple hosts, send a separate note to each person. In any case, here's an example of an effective thank you note. "Dear Casey, thank you for inviting me to Thursday's real estate reception. I greatly enjoyed connecting with my fellow agents. I'm especially grateful that you asked Jesse Burns to speak. They are truly an expert on commercial properties, and gave us valuable industry insights. I hope you have a wonderful vacation in Hawaii. I visited last spring, and would be happy to provide restaurant recommendations. Best, Taylor." You might also wonder, "Can I just call or text the host to thank them?" These days, people often screen their calls. Especially those from unfamiliar phone numbers. Unless you had received the invitation via phone, send a note instead, if possible, and avoid text unless you know the host very well. Next time you attend a professional event, write a thank you note to the host following the example I shared. It'll strengthen your relationship, and might even secure your invitation to future events.

### Being polite but direct
Selecting transcript lines in this section will navigate to timestamp in the video
- People walking into meetings late or unprepared, conflicts among people of different levels or functions, observations of behaviors that don't belong in a professional setting. What do these things have in common? They're all examples of difficult situations at work. In the modern workplace, there are countless business etiquette challenges that can arise, and it's often tricky to figure out how to handle them. If you have the standing to address undesirable behaviors directly with the people involved, then you're charged with determining how to handle these conversations smoothly. You want the behavior to stop, but, at the same time, you don't want to embarrass or alienate anyone. So how do you balance these needs? I'll advise you on how to think through these challenges and identify a solution. Different situations may call for different tactics, and it's impossible to review a specific strategy for every single situation you might encounter. But there's an underlying principle to keep in mind. Be polite, yet direct. What that means, show compassion and respect, but be honest in calling out the behavior you see and offering your recommendations on how to amend it. While few of us are eager to initiate awkward conversations, you're not benefiting anyone by ignoring difficult situations or not pointing out your concerns clearly. Here's a structure for addressing many types of undesirable workplace situations. First, ask to speak privately to the person or group involved. Then let them know your motivation. You care about them and are vested in their success. Then clearly and sincerely state the problem you're observing. Explain how you feel it's holding them and others back. Give them the benefit of the doubt. Let them share their point of view, and listen to it. Then propose a plan of action to change the behavior. Finally, thank them for their time and attention. Now, think back to some difficult professional situations you've been in. Which ones might you have handled better with this polite but direct approach? Using these principles will help you navigate similar situations appropriately in the future. You can do it.

### Negotiating back-to-back meetings
Selecting transcript lines in this section will navigate to timestamp in the video
- Imagine that you have a meeting from 10:00 AM to 11:00 AM, followed by a meeting from 11:00 AM to 12:00 PM. At 10:54 AM, you realize that everyone is still immersed in the discussion, and it isn't going to end soon, but if you stay, you'll be late for the 11:00 AM meeting. What do you do? This is a very common professional challenge. I'm going to offer you some tips to help you minimize the disruption that back-to-back meetings can cause for yourself and others. Ideally, you'll have a buffer between meetings so you won't be late to the second meeting when the first one goes over, but this isn't always possible. So when you see back-to-back meetings on your calendar, figure out your strategy in advance. This requires you to determine which meeting is more important. The importance of a meeting can be shaped by the following factors. Your role. Are you leading the meeting or playing a significant speaking role? The host's level. Is it your colleague or is it the president of your company? Urgency. How time-sensitive is the meeting? Was it set up to discuss a critical issue, or is it a reoccurring gathering? Here's what to do if the first meeting is more important. Notify the host. Email the host of the second meeting, and let them know you may be late, offering a concise explanation. Enter quietly. Be as quiet as possible when entering the second meeting, selecting a spot towards the back of the room to avoid distracting other attendees. Catch up. Meet with a colleague afterwards to review any items you may have missed at the beginning. And if the second meeting is more important, notify the host. Email the host of the first meeting to let them know when you have a hard stop so that you can make it to your next meeting on time. Exit quietly. Leave the meeting as quietly as possible to minimize distraction. Since you've already notified the host, you don't need to announce your departure. However, if someone was in the process of asking you a question when you were about to depart, you can answer briefly, apologize for having to leave, and offer to provide more information later. Catch up. Check in with a colleague afterwards to see if there's anything you missed at the end of the meeting, if it did run over. The next time you have back-to-back meetings, practice these tips. Also consider emailing them to your colleagues or direct reports the day before your next meeting together, especially if you've observed issues with meeting attendance or disruption. By doing so, you'll help foster smoother, more productive meetings, in which hosts and attendees are expected.

### Responding to rude attendees
Selecting transcript lines in this section will navigate to timestamp in the video
- It's ideal to lead a meeting in which people seemed engaged, positive, and supportive. But how about when this doesn't happen? It's extremely frustrating to encounter rude meeting attendees and sometimes it's even tempting to respond to those folks in kind. But it's important to handle the situation politely yet firmly. Today, I'll help you address a few common types of rude attendees in order to make sure that your meeting stays on track and that you maintain a positive, professional impression. The late arriver. When they finally arrive, they noisily take their place in the room. Worse yet, they may ask, "So what did I miss?" In this situation, you can pause briefly during the disruption, if needed. If that attendee asks you to recap the meeting so far, consider their level. If the lead arrival is very senior, you can give a very quick summary and offer to circle back to the main points at the end. If not, say something like, "In the interests of time, "we're going to keep going but we can catch up afterwards." The interrupter. In a presentation, it can be common, often welcome, for someone to interject with a question or a follow-on point. But what if someone does this constantly or brings up questions or points that aren't relevant to what's being presented? In this situation, use a parking lot. A parking lot is a place to record ideas that can't be addressed immediately but that everyone can circle back to at a later point. In an in-person meeting, it can be a large notepad and easel. In a virtual meeting, someone could take notes. Either way, it's a good way to acknowledge someone's contributions without derailing the meeting. So next time the interrupter strikes, say, "Taylor, that's an interesting point. "For now, I want to make sure we address the sales strategy "but let's put that in the parking lot." The dissenter. During the meeting, healthy debate can introduce important new ideas or concerns. But what about an attendee who seems to be overly argumentative or is expressing concerns negatively? I was in the situation a while back while advocating for a new community proposal. One attendee said repeatedly, "I really don't see "how that's going to work," and grilled me on details that obviously were too early to know. Here's what I did. First, I told myself to stay calm. Then, I acknowledged his concern. I see where you're coming from. This is a complicated issue. Then I offered my reasons for why I felt that the benefits outweighed the drawbacks. Finally, regarding the details you wanted, I promise to follow up with more information as soon as possible. And then I did. Now, think back to meetings you've actively participated in. Was anyone rude? If so, reflect on how you might've addressed them based on these tips to help enhance your approach. Remember, you can't always control other people's behavior but you can control your own. By handling rude meeting attendees with composure, you'll get your meetings back on track.

### Inconsiderate office behaviors
Selecting transcript lines in this section will navigate to timestamp in the video
- What's one of the most awkward professional situations out there? I'd argue that it's observing a behavior at work that you know doesn't belong at work. It can make the offender look bad and make others uncomfortable. But what do you do about it? If you have the standing to address inconsiderate behavior, if you're a senior to those involved or they're a colleague with whom you're friendly, then it's important to do so for everyone's benefit. However, the goal is not to embarrass the other person or persons. It's to change the behavior. Now I'll walk you through two examples to help you address inconsiderate office behaviors. Example A, office noise. You're in an office with an open floor plan, and your nearby colleague often talks loudly on the phone. Based on the sighs and facial expressions you see from other colleagues, you know that you're not the only one annoyed. You've asked your colleague politely to turn down the volume before, and they do for a bit, but then the problem starts again. Here's what to do. Ask to speak to them privately. Next, tell them you'd like to share something with them. Say that it's something you'd want to know if you were in their shoes. Then state the problem clearly while giving the benefit of the doubt. "I'm not sure if you're aware, but when you're on the phone, your voice carries a lot. It can be difficult for me and others to focus on our work. I just wanted to make sure you knew." Then give them space to respond. Finally, thank them. "Thanks so much for meeting with me. I am glad we came to an understanding." Example B, grooming at work. You walk over to your intern's desk and see them doing their hair and nails. You're concerned that others will see them too and that it won't leave a good impression. Here's how to address it. Ask to speak with them privately then express your motivation. "I want to bring something up with you because your success is important to me." Next, state the problem. "The other day I saw you grooming at your desk. I'm concerned that if others see you doing so, you'll come across as unprofessional. And I know you aren't unprofessional." Pause, giving them the chance to express concerns or ask questions. Then give a solution if needed. "If you really feel you need to touch up during the day, please do so briefly in the restroom." Finally, "Thank you for understanding. You do great work, and I want you to keep building a strong reputation." I'd like you to think about an awkward workplace situation you once found yourself in. If you feel you could have handled it better, retrace it in your head, using the steps I recommended and see if things feel smoother. Hopefully, now you'll have more confidence to handle future dilemmas.

### Social media channels
Selecting transcript lines in this section will navigate to timestamp in the video
- In a popular career advice column, one letter writer came across her boss's personal Twitter account. In her tweets, the boss had disclosed private information about the company and complained about our employees. Management eventually found out and the boss was fired. With one click, you can transmit social media post to thousands of people. So you need to be careful about what you post or comment on. And this is especially true when your posts are work related. Both individuals and organizations of all types have social media accounts. Whether you're posting on social media on your personal account or officially posting on behalf of your company on its account, here are some guidelines to follow to maintain professionalism when posting. I'll start with etiquette for posting on your personal account. Regardless of your privacy settings, you never know who might be able to view or share your post. So before posting anything, ask yourself, "How would I feel if anyone at work saw this?" Protect confidential information. Maybe you're excited about a project you're working on and eager to talk about it, but you must avoid posting about it on social media until you're permitted to do so. Make it clear that you're not speaking on behalf of your organization. In your profile information, avoid stating your industry, organization name, or logo. You might even include the caveat, all opinions are my own. Aside from what you post, think about when you post. Posting during business hours may reflect poorly on you professionally. Next, here are some considerations for when you're posting for your organization. Watch your tone. Before you post ask yourself what's appropriate for the message you're conveying. Be mindful of the times. Don't jump on trends without understanding the full context. Don't misrepresent yourself. If you work for a company, don't pretend you're an objective consumer and post favorably about your company's product. If you're found out it will make you and your company seem disingenuous. I'd like you to visit a couple social media channels. Based on what you've learned, what are some good and bad posts you see and why? Recognizing them will lead you to be smart about your own social media use.

### Doing your best
Selecting transcript lines in this section will navigate to timestamp in the video
- Congratulations, you've reached the end of this course. Are you now expected to be perfect at business etiquette? No. None of us are perfect. Even as a certified business etiquette trainer, on occasion, I ask myself, did I handle that situation the right way? Your goal is not to get things right 100% of the time. It's to do your best. Using sound judgment will help you maximize your success, create strong professional relationships, and foster positive work environments, which is what you deserve. As you continue on your journey, I recommend checking out the insightful and entertaining blog "Ask a Manager," askamanager.org by Alison Green. It's focused on career advice, but contains many posts that relate to business etiquette as well. If you'd like to get in touch with me, find me on LinkedIn or email me at nisha@ntbusetiquette.com. If you're interested in learning more about a customized business etiquette course for your organization, please visit my website, ntbusetiquette.com, for more information. I've taught courses to people in various organizations, and can cover topics beyond the scope of this online course as well, such as international or dining etiquette. I would welcome the opportunity to help you and your colleagues address specific professional etiquette needs. Thank you so much for watching, and I wish you a fruitful and rewarding career.