

Etiquette Cheat Sheet (Theory Only)

1. Meaning of Etiquette

Etiquette refers to a set of rules or guidelines governing proper behavior in social, professional, and digital interactions.

It ensures **politeness, respect, and professionalism** in different settings.

Why Etiquette is Important?

- Creates **positive impressions**.
 - Improves **communication and professionalism**.
 - Builds **better relationships**.
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2. Kinds of Etiquette

(A) Corporate Etiquette

Professional behavior in the workplace.

Key Aspects:

- **Punctuality:** Arrive on time for meetings and deadlines.
- **Dress Code:** Follow corporate attire policies.
- **Respect Colleagues:** Use polite language and avoid office gossip.
- **Meetings & Deadlines:** Be prepared and respectful of time.
- **Workplace Ethics:** Maintain honesty, confidentiality, and integrity.

Example:

Do: Greet colleagues politely, maintain eye contact.

Don't: Interrupt meetings or use offensive language.

(B) Meeting Etiquette

Guidelines for conducting or attending meetings professionally.

Key Aspects:

- **Be Prepared:** Read the agenda before the meeting.
- **Arrive on Time:** Avoid disruptions.
- **Speak Clearly & Briefly:** Stay on topic.
- **Active Listening:** Pay attention and take notes.
- **Turn Off Distractions:** Keep mobile phones on silent mode.

Example:

Do: Wait for your turn to speak.

Don't: Speak over others or monopolize the discussion.

(C) Telephone Etiquette

Professional and polite communication over the phone.

Key Aspects:

- **Answer Promptly:** Pick up within 3 rings.
- **Use a Pleasant Tone:** Speak clearly and professionally.
- **Identify Yourself:** "Hello, this is [Name] from [Company]."
- **Be Concise:** Get to the point quickly.
- **Hold & Transfer Calls Properly:** Ask before putting someone on hold.

Example:

Do: “Good morning, this is John from XYZ Ltd. How can I assist you?”

Don't: “Yeah, what do you want?”

(D) Email Etiquette

Proper manners for writing professional emails.

Key Aspects:

- **Use a Clear Subject Line.**
- **Address the Recipient Properly** (e.g., *Dear Mr. Smith*).
- **Keep the Message Short & Professional.**
- **Use a Professional Signature.**
- **Check Grammar & Spelling.**

Example:

Do: “Dear Sir/Madam, I hope this email finds you well.”

Don't: “Hey! What’s up?”

Professional Email Format:

To: [Recipient’s Email]

Cc/Bcc: [Other Recipients]

Subject: [Brief & Clear Topic]

Dear [Recipient’s Name],

[Introduction: Purpose of the email]

[Body: Details]

[Conclusion: Call to action or request]

Best regards,

[Your Name]

[Your Designation]

(E) Social Media Etiquette

Responsible behavior on social networking platforms (Facebook, LinkedIn, Twitter, etc.).

Key Aspects:

- **Think Before Posting:** Avoid offensive content.
- **Use Professional Language:** Especially on LinkedIn.
- **Respect Privacy:** Avoid sharing personal or confidential details.
- **Engage Politely:** No arguments or offensive comments.
- **Give Credit:** When sharing others’ content.

Example:

Do: Share constructive, positive, and professional content.

Don't: Post offensive or inappropriate jokes.

(F) Dining Etiquette

Proper manners while eating in social or business settings.

Key Aspects:

- **Use Utensils Correctly:** Fork in left, knife in right hand.
- **Wait for Everyone to be Served:** Before starting.
- **Chew with Mouth Closed:** No loud chewing.
- **Napkin Placement:** Place on lap, fold neatly when done.
- **Avoid Talking with Food in Mouth.**

Example:

Do: Say “Excuse me” when leaving the table.

Don't: Burp or slurp loudly.

(G) Communication Etiquette

Effective and polite interaction in conversations.

Key Aspects:

- **Active Listening:** Focus and respond appropriately.
- **Use Polite Language:** Avoid offensive or harsh words.
- **Respect Personal Space:** Don't invade someone's comfort zone.
- **Be Mindful of Non-Verbal Cues:** Maintain eye contact and open body language.

Example:

Do: “I appreciate your feedback.”

Don't: “That's stupid, you're wrong!”

3. Comparison of Etiquette Types

Type of Etiquette	Key Focus	Example
Corporate Etiquette	Professional behavior in the workplace	Dressing appropriately, respecting colleagues
Meeting Etiquette	Conduct during meetings	Listening actively, arriving on time
Telephone Etiquette	Proper phone communication	Speaking clearly, greeting politely
Email Etiquette	Professional email writing	Using formal tone, checking grammar
Social Media Etiquette	Online professionalism	Avoiding offensive posts, engaging respectfully
Dining Etiquette	Table manners	Using utensils correctly, waiting for others to start
Communication Etiquette	Effective interactions	Active listening, polite language

4. Common Etiquette Mistakes to Avoid

Corporate Mistakes:

- Dressing inappropriately.
- Speaking disrespectfully to colleagues.

Meeting Mistakes:

- Interrupting others.
- Using a mobile phone during discussions.

Telephone Mistakes:

- Speaking too loudly or rudely.
- Not identifying yourself before speaking.

Email Mistakes:

- Writing in ALL CAPS (which seems like shouting).
- Using slang or emojis in formal emails.

Social Media Mistakes:

- Posting negative comments about your workplace.
- Sharing unverified news.

Dining Mistakes:

- Talking with a full mouth.

- Reaching across the table for food.
- Communication Mistakes:**
- Ignoring personal space.
 - Not making eye contact during conversations.
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5. Key Takeaways

Etiquette is essential for professional and social success.

Each setting has specific etiquette rules to follow.

Politeness, respect, and clear communication are key to good etiquette.

Avoid common mistakes like interrupting, using unprofessional language, or being disrespectful.

This **Etiquette Cheat Sheet** covers **corporate, meeting, telephone, email, social media, dining, and communication etiquette**. Let me know if you need further explanations!