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During a group project at the university, I observed both good and poor professional etiquette. At the start, one team member consistently arrived late to meetings and failed to update us on their progress. This created frustration because the rest of us could not move forward without their input. The lack of accountability slowed communication and reduced trust among members. However, another teammate demonstrated good etiquette by calmly addressing the issue. Instead of blaming, they encouraged open discussion and suggested we set clear deadlines and shared reminders.

This approach improved collaboration and helped the group realign. I learned that professional etiquette punctuality, accountability, and respectful communication is crucial for building trust and ensuring teamwork runs smoothly.

One leadership quality I would like to improve is active listening. Too often, I find myself focusing on my response instead of fully understanding what others are saying. Active listening is vital for personal and professional growth because it helps strengthen relationships, builds trust, and ensures better problem-solving. This week, I will practice this skill by summarizing and reflecting back what colleagues say during discussions, to show understanding before I share my own thoughts.