1. WORK ETIQUETTE

2. Teamwork

Agenda

1) Work Etiquette
- ➤ **Objectives**
- ➤ **What is Work Etiquette?**
- ➤ **Employee need to know**
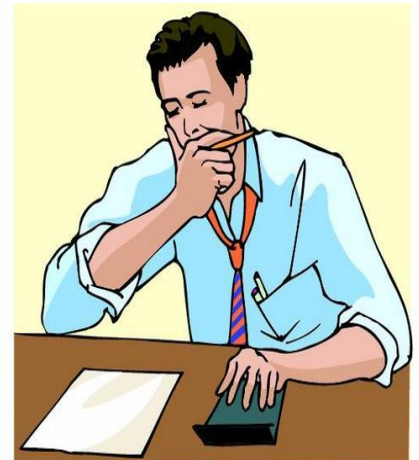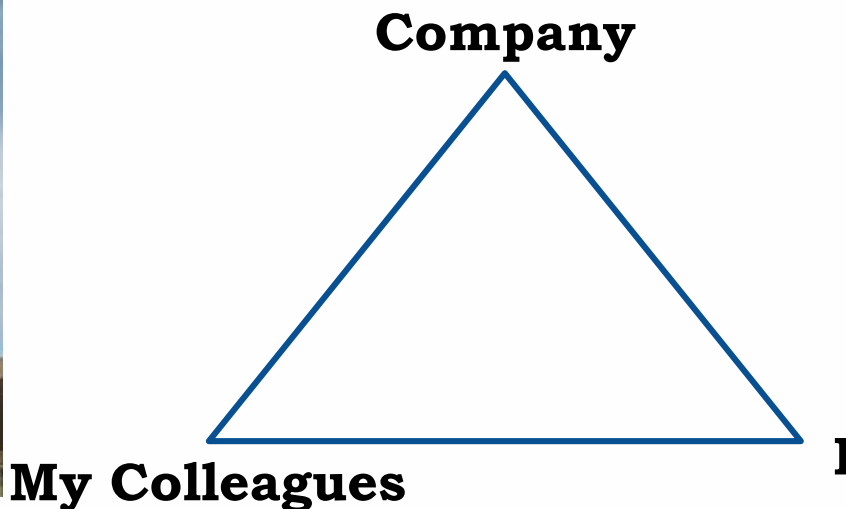- ➤ **Case studies**

2) Teamwork
- ➤ **What is Teamwork?**
- ➤ **Teamwork Development Process**
- ➤ **Teamwork Skills**
- ➤ **Build a Teamwork Culture**
- ➤ **Tips/Case study**

WORK ETIQUETTE

Typical Questions:

- *What should I do in that situation?*
- *What is the right behavior/attitude?*
- *What should I do…?*

Company

My Colleagues

I

- ❖ **Understand some Principles of Work Etiquettes ➜ Prepare for your working life – overcome challenges at workplace & to be succeeded in your career**

- ❖ **Focus on Professional Communication & Behavior**

❖ **Work Etiquette is a code that governs the expectations of social behavior in a workplace, in a group or a society**

➢ **Tells the individual how to behave when dealing with situations in a working environment.**

➢ **Applies to co-worker interaction and communication with colleagues**

1. **Company Core Values**

    ✓ Culture

    ✓ Organization/department

    ✓ Business/key business

    ✓ Policies/benefits

    ✓ HR/key resources

2. **Communication at workplace**

❖ **Answering the Phone:**

➢ Answer promptly—within two rings, if possible

➢ Identify yourself, as well as the company. Include a warm greeting

➢ Watch your tone. If you're bored, you'll sound bored. Smiling helps

➢ Get their name and the reason they are calling

❖ **Placing a Caller on Hold:**

➢ Always ask first if you can place them on hold. Give them the specific reason

➢ Thank them for holding before resuming the conversation

❖**Taking a Message:**

Get information: name, company / group, reason for call, contact information
Deliver messages promptly to respective parties.

❖ **Saying Goodbye:**

➢ Make sure all of their needs have been met before hanging up

➢ Let the caller hang up first

❖ **Remember:**

➢ Always be polite

➢ Be cordial, don't interrupt

➢ Make sure all of their need

➢ Do NOT eat or chew gum while on the phone

➢ Cell phone: turn your ringer OFF

➢ Find a private place to receive call

➢ Can use text msg instead of call

THANK YOU!

top tips…

❖ **Make eye contact at first greeting and during conversation**

❖ **Always make introductions when possible**

➢ **Wear your nametag**

❖ **Listen and treat all opinions respectively**

❖ Hi…, Hello…, Dear…

❖ Ensure subject line accurately reflects the contents and nature of your email

❖ Be as concise as possible

❖ Reply to emails in timely manner

❖ Do not abuse email at work for personal purpose

Conflict Resolution

DO:

- ✓ Make the first move
- ✓ Choose the right time
- ✓ Adopt a conciliatory stance
- ✓ Take corrective action

DON'T:

- ✗ Jump to conclusions
- ✗ Show frustration
- ✗ Point fingers
- ✗ Criticize
- ✗ Take it personally

➢ **Deal directly with the person before going to your supervisor**

➢ **Focus on the facts**

➢ **Be receptive to the other person's story**

➢ **What should I do if**

1. *I cannot come on-time?*
2. *I don't understand the assignments?*
3. *I cannot finish the assignment?*
4. *in a training course, in a meeting?*
5. *I want to increase my salary?*
6. *I hate someone in the team?*
7. *I don't like my boss?*
8. *I don't agree with a new policy?*
9. *I want to quit the job?*

- ❖ **Short term vs. <u>long term</u> view**
- ❖ **<u>Clear</u> communication**
- ❖ **Attitude**
  - ➢ **Cooperative with your colleagues**
  - ➢ **Benefits to your company**
  - ➢ **Develop your career**

Good luck to your interview and professional career !!

Teamwork

- ❖ **What is Teamwork?**
- ❖ **Teamwork Development Process**
- ❖ **Teamwork Skills**
- ❖ **Build a Teamwork Culture**
- ❖ **5 Characteristics of a Winning Team**
- ❖ **Tips**
- ❖ **Case Study**

If we bond together and
support each other...

If we make the true spirit
of teamwork...

Regardless of our differences,
we can rise to meet our challenge

If we understand the real
value of friendship...

If we are aware of the feeling
of sharing...

LIFE WILL BE EASIER...

What is Teamwork?

- ➢ **Teamwork is the concept of people working together cooperatively as a team in order to accomplish the same goals/objectives.**

- ➢ **Teamwork is a joint action by two or more people or a group with different skills and express his or her individual interests and opinions to the unity and efficiency of the group in order to achieve common goals.**

- ➢ **This does not mean that the individual is no longer important; however, it does mean that effective and efficient teamwork goes beyond individual accomplishments.**

➤ **Forming**

  ➤ *Explain what they do in terms of their outputs and the tools they use*

  ➤ *Clarify the words used to describe how they work*

➤ **Storming**

  ➤ *Express how satisfied they are with their tools, the climate of their organization*

  ➤ *Identify problems and opportunities*

  ➤ *Focus on who the team can help.*

➢ **Norming**

> ➢ *Deciding scope of team's desired impact.*
>
> ➢ *Develop plans to make desired changes*

➢ **Performing**

> ➢ *Conduct experiments to test changes*
>
> ➢ *Analyze the impact of experimental changes*

- ➢ **Listening**

- ➢ **Sacrifice**

- ➢ **Sharing**

- ➢ **Communication**

- ➢ **Language**

- ➢ **Hard work**

- ➢ **Persuade**

➢ **Leaders communicate the clear expectation that teamwork and collaboration are expected.**

➢ **Executives model teamwork in their interaction with each other and the rest of the organization.**

➢ **The organization members talk about and identify the value of a teamwork culture.**

➢ **Teamwork is rewarded & recognized.**

➢ **Important stories and folklore that people discuss within the company emphasize teamwork**

➢ **The performance management system places emphasis and value on teamwork.**

➤ **Shared values**

> *Team members are looking for a "values fit" with their team. Without it, they won't give the team their best.*

➢ **Mutual trust**

  ➢ *Mutual trust is a shared belief that you can depend on each other to achieve a common purpose*

  ➢ *It encourages member to openly express opinions, feelings, and doubts as well as share important information and ideas. They are fair, willing to be influenced and fulfill their promises.*

  ➢ *Trust also fosters enthusiasm, ensuring the best performance from everyone*

➢ **Inspiring vision**

    ➢ *An inspiring vision has two functions: provide direction and motivates*

➢ **Complementary Skills**

> ➢ *Builds on core competencies of individual players to develop synergies among them thus makes its members more productive together than independently*

➢ **Reward**

    ➢ *Include doing the things people enjoy doing, recognition and money*

    ➢ *By rewarding collective achievements you inspire and promote teamwork*

- ➢ **The team goals are totally clear and completely understood and accepted by each team member**

- ➢ **Avoid overlaps of authority**

- ➢ **Be careful with interpersonal issues. Recognize them early and deal with them till full resolution**

- ➢ **If you run a team, be a leader - not a dictator**

- ➢ **Reward publicly, punish privately**

- ➢ **Don't allow slackers - get rid of them**

- ➢ **Keep communication open & actively solicit ideas**

- ➢ **Rotate some responsibilities, give ownership of others**

- ➢ **Reward people for assisting their team mates**

You and your 2 friends at the university join TMA at the same day to the same project. Later on, you work together in a small project where one of your friends becomes the lead of the team.

1. Will you do the assignment your team lead gives you?
2. Will you support your friend team lead to build a strong team?

Your team will deliver the product to customer by tomorrow. Tomorrow morning, one of your team member cannot go to work because of sickness. Your team lead asks the team to stay 2 hours late to cover the work of the sick friend to get the product delivered on time.

1. **What do you think of that situation?**
2. **If after 2 hours staying late, the work still has not done, what do you do?**

Q & A