**Corporate Etiquette– Reading Material**

**Overview:**

Good Business Etiquettes - Recipe to Success

It is very important to practice good manners and etiquette in order to succeed in your business, be liked by people and maintain good relationships with clients, customers and employees.

**Objectives:**

This reading material is designed to help you:

After completing this topic you should be able to understand the importance of Etiquette in Professional life and practice it

**Introduction to Corporate Survival Skills**

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| If a person is generally considerate and attentive to the needs of those who work for him/her by following the basic rules of etiquette, he/she will definitely be successful. Offline Exercise Myths About Manners: Complete the true or false test to assess your knowledge.   |  |  |  | | --- | --- | --- | | **Sr. No** | **Statements** | **Mark T/F** | | 1 | It takes more time to do things politely |  | | 2 | Guideline for proper behavior just makes things more complicated |  | | 3 | Etiquette is old fashioned. Today anything goes |  | | 4 | If an office has a laid back environment, etiquette does not apply |  | | 5 | Manners are constant once you learn them you don’t have to update them |  | | 6 | If you get a reputation of being polite, people wont respect you. |  | | 7 | Emphasizing what’s proper just shows that you are a snob |  | | 8 | Manners stifle self expression |  | | 9 | Manners won’t help you improve the bottom line |  | | 10 | Business etiquette gives you firm rules, with the answers for every sticky situation |  | |
| 3: Six Dimensional Diplomacy |
| The six dimensional diplomacy is all about the the etiquette related to Cubicles, Elevator, Cafeteria, Business Reception area,Meeting, and Restroom. Cubicle Etiquette: Working in an office cubicle comes with its own set of etiquette rules. If you work in an office cubicle or are a receptionist in a corporate environment, it’s important to learn all you can about cubicle etiquette.  Following certain rules of respect that will make all employees comfortable can create an enjoyable work environment.   * Cubicle Decorations –It is best to keep decorations to a minimum when working in a cubicle. It is acceptable etiquette to post one family picture or picture of one’s children on the cubicle wall, as well as a calendar. Promotional materials with the company logo on them also can be attached to the cubicle wall, but these should be kept to a minimum. One or two of these items is usually appropriate, and keeps the cubicle from looking too cluttered. Too many figurines or candid photos are not appropriate in a professional setting, and can be a distraction when coworkers, or the boss, visit the cubicle. * Candy and Snack Jars –Some employees like to keep a small jar of candy or small snacks on their cubicle desk, which is acceptable–as long as these employees are willing to share with co-workers. Appropriate etiquette suggests that employees with candy jars let colleagues know that they are welcome to the treats, so that people will not have to feel awkward by asking for the snacks. Behaving selfishly when it comes to candy and snacks could give employees a bad reputation in the workplace, as this gives the impression that said employee is not a “team player”. * Listening to Music – If employees want to listen to music while in their cubicles, this must be done in a way that will not disturb other workers. Proper etiquette suggests that wearing headphones is best. If this is not allowed in the office, or if some employees in nearby cubicles would like to hear the music as well, it is acceptable to keep the volume low, as some workers prefer a quiet workplace. * Meal Times – When eating a meal in a cubicle, it’s important to bring food that does not have an offensive odor, such as onions or blue cheese. Since cubicles are positioned very close to one another, other employees will be able to smell the food right away, which can be very distracting. Also, “noisy” foods, such as potato chips or crunchy fruit, should be avoided, as hearing someone eat can keep others from working effectively. * Phone Use – Cubicle workers should keep their voices low when speaking on the phone, so as not to disturb colleagues in nearby cubicles. Phone conversations that are not directly related to work should be reserved for after work hours, unless they are emergencies. Cellular phones should be set to vibrate during work hours, and cell phone use should be kept to a minimum.  Cafeteria Dining Etiquette: Observe general rules of etiquette. This will enable everyone to enjoy meals without unnecessary distractions:   * Respect the rights of others. * Loud or abusive language is not conducive to a positive environment and will not be tolerated. * Return all trays, dishes, and utensils at the end of your meal. All paper refuse should be placed in the appropriate trash receptacles. * Because the cafeteria may utilizes a self-busing system, always leave the tables clean for the next patron. * Eat all you wish while in the cafeteria, but food, beverages, fruit, cookies, etc. are not to be taken outside. * Patrons are permitted to take ice cream cones from the dining hall, but unfinished ice cream cones and ice cream should be deposited in trash receptacles. * Please do not "break line”. * Should you or others accidentally spill or drop food or beverages, please report it to the management immediately so that hazards can be avoided and floors and carpets will not be stained. * Your care of the cafeteria furnishings and decorations will be appreciated by everyone, as well as the next patron. * Running or horseplay is not allowed  Elevator Etiquette: The following are a few etiquettes that you must follow while using elevators:   * Be polite in the office elevator is the first step in the right direction in workplace etiquette. * If you work in a tall building, taking the elevator is inevitable. People take it for granted, which often makes it the site of the most common etiquette blunders you’ll ever encounter at work. * These commandments apply universally. * Thou shalt not fart. * Thou shalt not attempt to board the elevator before previous passengers have disembarked. The universe does not revolve around you. * Thou shalt not press button for wrong floor without acting appropriately ashamed as elevator stops and the doors open then shut without anyone leaving. * Thou shall take the stairs if traveling between one or two floors, barring personal injury, lest incur the wrath of those traveling to the 32nd floor whose trips are delayed due to your laziness. (Justifying taking the elevator one floor because "they don't know if I'm sick--I could have some horrible disease, for all they know" is a supreme form of laziness, and using this logic risks incurring said horrible disease in the interest of serving you right. Certainly, some otherwise healthy-looking people have problems preventing them from using the stairs, but surely not everyone in the building is afflicted with such illnesses.) * Thou shall hold the door for others running to catch the carriage. A plague on those who watch idly by as they slide shut in someone’s face. * However, thou shalt not hold the door indefinitely and delay travel for other passengers. In a busy building, one could potentially hold the door for several minutes waiting for the carriage to fill. Unless someone is clearly attempting to catch that particular elevator, adopt the adage “thy snoozes, thy loses.” * Thou shall wait for empty carriage if thou is sick. If that proves impossible, thou shall refrain from coughing/sneezing/etc, for duration of ride, even if this means thou’s face turns bright red and thou feels like dying. * Thou shall give others their personal space in an uncrowded elevator. * Thou shalt not call out their floor to the person standing nearest the buttons as if that person is the lift operator. If there is space to do so, thou shalt press button thyself. * Thou shalt not carry on personal conversations, be they person-to-person or via cellular phone. Thine elevator is not thine phone booth.   Treat the elevator as an extension of your workplace, and behave as if your most important client is with you. Then you won’t find yourself sucking on a popsicle and scratching your rear when the CEO steps on board. You think it might not happen to you. Meetings Etiquette: Meetings are a necessary evil: You spend hours in meetings every week solving issues, planning, updating, etc. They can hardly be avoided. Meeting etiquette makes those hours easier and more efficient. Here are some points to keep in mind:   * Do not arrive more than 5 minutes earlier. The person organizing the meeting can be doing last minute preparations, adjusting equipment, or preparing materials for the attendees that were ordered 10 minutes before the meeting. The organizer needs all the time available in order to have everything ready. * Do not be more than 5 minutes late. If you can’t avoid being late, let the meeting organizer know in advance. This way he/she can adjust the agenda, reserve a chair for you, have your materials ready (notepad, pens, hand-outs). And, when you arrive, do not distract everybody with your briefcase, asking for coffee, whispering to other attendees, or crossing the room because you want to seat near the podium. * Turn off your cell phone, pager, watch, timer, or any device that causes distraction and interruption. Give the meeting your undivided attention. * If you must leave the meeting earlier, tell the organizer in advance. This way your chair can be arranged to be near the exit, so you don’t disturb other attendees when you depart. * If you miss a meeting, apologize giving solid reasons, not excuses. Try to reschedule at a time that best suits your counterpart. Follow-up with a written apology with an assurance that it won’t happen again, and make sure it doesn’t! * Handle attacks with style. If during your presentation someone starts attacking your ideas and comments, do not counterattack. Never. Instead, emphasize the positive side of the attacker’s comments, like “there can be some areas that definitely need some improvement”. Avoid the “you” answer: this will prompt the attacker to raise the level of negative comments against you.  Business Reception Area Etiquette:  * Despite electronic communication, most companies still have some kind of reception area. This is where a prospective client forms a first impression and often where the company forms its impression of a salesperson or a job candidate. * People lose sales and job opportunities by being rude to receptionists. Announce your arrival politely and tell the receptionist with whom you have an appointment. Offer a business card if you have one. * A reception area is not a waiting room. No one should expect to sit for more than a few minutes, nor should he arrive more than five minutes early for an appointment.  Restroom Etiquette: Here are some Do’s and Don’ts when using a restroom:   * Do… Tidy up:No one wants to navigate around your mess. Yes, there are usually janitors but It’s rude to make them pick up your stinky tissue papers, and Until they come in, your office mates are forced to use a bathroom that is filthy. Throw away your trash, wipe up excess water on the countertops, and for God’s sake—no sprinkles on the seats. * Do…Flush:And check to make sure everything went down. This should go without saying. Operative word: should. * Do…Cover up your stink:Bring in an air deodorizer to keep in the bathroom, and spray liberally. * Do…Treat it better than your bathroom at home:Perhaps you don’t mind your own mess, have no issues with going unflushed, flowing water around the room like you’re having a personal water fight, but in an office environment, be respectful. Keep the place nice for others, if not yourself. * Don’t… Conduct business:Let your coworkers do their thing in peace. In fact, don’t chit-chat, period, while in the restroom. Some people (and by that I mean me) get weirded out about talking to people while going. It can’t wait ten seconds? (Exception: if you’re both at the sink, a “weather’s been nice, huh?” conversation is fine. If someone is behind a stall door, consider them out-of-bounds.) * Don’t…Take your time:If people are waiting, please hurry, particularly in situations where the toilet and sink are in one room. I’m not sure why, but women disappear into single bathrooms and it’s like they step into a time warp. What are they doing in there? As a fellow woman, I don’t see any reason why it should take more than a minute or so, tops. If you have to freshen up your lipstick, do so discreetly in the hallway if women are doing the pee-pee dance outside. This is not the time to change your hairstyle, examine your pores for pimples, reassess your outfit choice for the day, etc. P.S. Even if no one is waiting when you go in there? Chances are a line is forming outside. So step on it.  Exercises: **Exercise 1:**  Match the meaning with the type of handshake, by writing a corresponding serial number in the Answers column.   |  |  |  |  | | --- | --- | --- | --- | | **Sr. No** | **Type of Handshake** | **Answers** | **The Meaning** | | A | Limp Handshake |  | * The person is aloof | | B | Bone-crushing Handshake |  | * The person is nervous | | C | Two handed handshake –Hand placed on top of the one being shaken |  | * The person is a wimp | | D | No response to extended hand |  | * The person is trying to dominate you | | E | Sweaty palms |  | * The person is acting too familiar or is trying to establish power |   **Exercise 2:**  Check the situations in which you think you should regularly shake hands:   |  |  |  | | --- | --- | --- | | **Sr. No** | **Situations** | **Check** | | 1 | When you are introduced to someone |  | | 2 | When you say good-bye to someone |  | | 3 | When someone from the outside enters your office (client, vendor) |  | | 4 | When you see someone you haven’t seen for a long time such as a co-worker from another division |  | | 5 | When you enter a meeting and are introduced to the participants |  | | 6 | When a meeting ends. |  | | 7 | When you encounter a business colleague outside the office |  | | 8 | When you feel it’s appropriate. |  |   **Exercise 3:**  Label the following body language signals. Use **P** for those that create positive impressions and **N** for those with negative or impolite impressions.   |  |  |  | | --- | --- | --- | | **Sr. No** | **Body Language** | **Impression Signals:**  **P/N** | | 1 | Tapping feet |  | | 2 | Arms at side |  | | 3 | Hanging head |  | | 4 | Swaying |  | | 5 | Shoulders Relaxed |  | | 6 | Hands in pocket |  | | 7 | Direct eye Contact |  | | 8 | Head and chin up |  | | 9 | Shifting Feet |  | | 10 | Looking away |  | | 11 | Feet still |  | | 12 | Crossed arms |  | | 13 | Hands on hips |  | | 14 | Slouching |  |   Case Study  *Men And Women Introducing Themselves:*Rupa and Ganesh were busily working away sitting at their workstations. Rupa has moved on-site this week and has not yet met the client IT manager Mr. Steve Jobs as he was on vacation. Steve walks into the cubicle whereRupa and Ganesh are working and greets Ganesh.  Ganesh shakes hands with Steve and inquires, if he had a good vacation. He then introduced Steve to Rupa. She smiled and introduced herself but did not shake hands.  Analyse:   * Did Ganesh do the introductions properly? * Rupa did not shake hands with Steve. What message does this behavior send? * The three questions you need to answer:   Describe a time when a co-worker/friend was rude?  Describe a work situation in which you didn’t know how to act appropriately?  Describe a difficult situation someone handled well?  **Knowledge check:**  Have you experienced the following situations?State Yes or No:   | **Sr. No** | **Situation** | **State**  **YES / NO** | | --- | --- | --- | | 1 | Didn’t know whether to use persons first name or title Dr, Mrs., Ms, |  | | 2 | Forgot the name of the person you are introducing |  | | 3 | Guessed at the name and used a wrong one |  | | 4 | Didn’t know which person to introduce first |  | | 5 | Wondered what to do when someone didn’t introduce you |  | | 6 | Didn’t know whether to stand up or shake hands when introduced |  | | 7 | Wasn’t sure how to respond to an introduction. |  |   **Knowledge check:**  For each behavior match the correct impression created by writing respective serial numbers in the Answers column.   |  |  |  |  | | --- | --- | --- | --- | | **Sr. No** | **Behavior** | **Answers** | **The Impression Created** | | A | Talks too much |  | 1. Efficient | | B | Ignores others |  | 1. Too serious | | C | Interrupts |  | 1. Snobbish | | D | Only discusses work |  | 1. Nervous or insensitive | | E | Meets deadlines |  | 1. Rude |   **Knowledge check:**  Write something pleasant you could say in one sentence about each of the following small talk topics:  The Weather:   |  | | --- | |  |   Sports:   |  | | --- | |  |   Traffic:   |  | | --- | |  |   Business Events:   |  | | --- | |  |   Books, Movies, TV shows:   |  | | --- | |  |   Meeting Place or city:   |  | | --- | |  |   **Knowledge check:**  In the following table, mark each situation using any one of the following options:   * R - for situations in which you were the recipient of impolite behavior * P - for situations in which you performed the inappropriate behavior * W - for situations that you witnessed  |  |  |  | | --- | --- | --- | | **Sr. No** | **Situations** | **R/P/W** | | 1 | Answering a phone call during a meeting |  | | 2 | Wearing sloppy or inappropriate clothes |  | | 3 | Ignoring someone who just joined the group |  | | 4 | Borrowing a piece of equipment and not returning it promptly or in good conditions |  | | 5 | Telling a dirty joke at the wrong time |  | | 6 | Barging into someone’s office |  | | 7 | Chewing gum during a meeting |  | | 8 | Not looking at the person speaking |  | | 9 | Refusing to shake hands |  | | 10 | Using all the paper in the copier and not re-filling it |  | | 11 | Getting drunk at the office party |  | | 12 | Calling someone babe or hon |  | | 13 | Hanging up without apologizing when reaching the wrong number |  | | 14 | Standing too close to another person |  | | 15 | Interrupting a someone’s conversation |  |   **Knowledge check:**  Assess the following statements and mark them either True or False.   |  |  |  | | --- | --- | --- | | **Sr. No** | **Statements** | **Mark T/F** | | 1 | It takes more time to do things politely |  | | 2 | Guideline for proper behavior just makes things more complicated |  | | 3 | Etiquette is old fashioned. Today anything goes |  | | 4 | If an office has a laid back environment, etiquette does not apply |  | | 5 | Manners are constant once you learn them you don’t have to update them |  | | 6 | If you get a reputation of being polite, people wont respect you. |  | | 7 | Emphasizing what’s proper just shows that you are a snob |  | | 8 | Manners stifle self expression |  | | 9 | Manners won’t help you improve the bottom line |  | | 10 | Business etiquette gives you firm rules, with the answers for every sticky situation |  |   **Case Study:**  Read the case studies placed overleaf and answer the questions followed by each case study:  **Case Study 1: Food at Workplace:**  Murugan was an On-site Coordinator posted at a client location in the US. He would cook delicious Indian food from his home, take it to his office and have lunch at his workstation. Unfortunately, for Murugan the client IT manager complained to Murugan’s boss about the food. What do you think could have been the reason from among the following:   * The Client did not like Indian food; * The Client organization had a strict rule that all staff must buy lunch from the office cafeteria; * Murugan’s lunch would emanate a strong aroma and smell across the office. Further, he would leave the remains and masala’s strewn all over his table.   **Task:** Write down the importance of cleanliness at workstations at client-location so as not to annoy the client on hygiene factors.  **Case Study 2: For Body Odor**  Mani, the On-site Coordinator, Shirley the Client IT manager and John, a business users were seated in a small conference room in a close-knit circle. Shirley had called for the meeting. Mani and John were discussing the specs of the project. However, Shirley who was seated closer to Mani, seemed distracted and uncomfortable. Mani could not get his point across and discuss the issue at hand. Instead, Shirley called for an early-end to the meeting.  When John asked Shirley later in private as to why she did not participate in the meeting, Shirley told John that it was Mani’s bad-breath and body-odor. So she had to keep a distance. John too noticed it but found it awkward to tell Mani. To resolve this recurrent problem, Shirley had to raise this issue with Mani’s boss. Mani had to resort to the frequent use of deodorants and mouth fresheners so as not to create an embarrassment for himself, for his company and distract everybody from the business at hand.  Why Shirley left the meeting early? Mark the right option using (√).   * She had to go out for an early lunch; * Mani and John’s conversation bored her; * Mani smelt from perspiration and had bad breath on him.   **Case Study 3: For rest room etiquette**  Maya is never going to forget the day she gossiped in the rest room. It was a particularly hectic day with everyone rushing around to meet the deadline of a particularly testy client. Had visited the restroom along with her friend Zeena.  Thinking they were alone, she breathed a sigh of relief grateful for the short respite from work. She then proceeded to air her “opinion”, about what she thought about their Client coordinator, Helen Hunt who was making them work like a slave master while she herself did nothing.Zeena though she did not comment, nodded her affirmation. Just as Joan was getting more vociferous, the two of them heard a toilet flushing and Helen herself stepped out of the nearest toilet. The two of them were speechless with horror. Helen calmly acknowledged both of them and went on her way.  It must be said to her credit that Helen chose to ignore the whole episode. She graciously accepted Joan’s and Zeena’s apology. But for the two of them, it was a nightmarish experience. Joan to this day shudders in horror at the enormous breach of etiquette she had committed, a mistake that could very well have cost her job.  What was the mistake that Joan committed? Mark the right option using (√).   * Joan should not have visited the restroom when Helen was there. * Joan should maintain complete silence while in the restroom. * Joan gossiped about Helen to Zeena in the restroom.   **Case Study 4: On the use of the Internet**  Shilpa, an On-site Coordinator, was working at ADP’s client office in Los Angeles. She is a bubbly person and a dedicated employee who met her deadlines perfectly. At the office, she loved to browse the web mainly for business reasons but she would also check her email, attend to matters dealing with her social security and very important for her to also find good tourist attractions around LA. She would also download some good music for her precious I-Pod or sometimes even chat with her friends over the net.  The Client IT Manager was happy with her work but found it odd that she would be busy with tourist sites on the web whenever he would stroll over to her workstation.  What signals does Shilpa’sbehaviour send out? Mark the right option using (√).   * She is perfectly entitled to her web activity as she meets all her deadlines on time. * She is entitled to her browsing as she does this only in her free time. * Her Client IT manager thinks she lacks a sense of business etiquette. * Her Client IT manager thinks that ADP lacks policies on how and when employees can browse the web creating a bad impression for her organization.   **Case study 5: For cubicle etiquette**  A team headed by Mr. Shyam, the On-site Manager and two members Arun and Tarun were allotted a cubicle at the client office along with James, member of the Client IT team. Shyam, Arun and Tarun had frequent chats among themselves talking loudly. Further, whenever they had business calls they would turn the speaker phone on and discuss project related matters in the same manner. Tarun would peep over into James workstation very often and inquire as to how he was doing.  What do you think are the acceptable part(s) of their behaviour? Mark the right option using (√).   * Talking in a loud voice is at times necessary even if it’s at the client site and hence its perfectly fine; * Keeping the speaker phone on is okay offshore and so it must be normal to keep it on even on the client location; * Tarun was extending a friendly gesture to James and so James can’t possibly take offence. * All three are unacceptable and would be considered rude at client location.   **Case-study 6: For stationery/printer use at client-location**  Richard, a member of the Client’s IT department works near the cubicle of Raj, our On-site Coordinator. Richard often finds Raj’s salary statement lying around the printer and also details of his health insurance policies. Further, on a busy morning, Richard finds that all his printer jobs are on a wait because Raj had decided to print an e-book from the web for his use. Richard also used to wonder what Raj did with the rather generous helping of pens, notepads and paper that Raj took away for his personal use. Richard wonders whether Raj lacks the etiquette to be posted at his office.  Why do you think Richard is thinking along those lines? Mark the right option using (√).   * Raj should not have printed the salary statement * Raj should not have printed the health insurance policies * Raj should not have printed the technical book * Raj left the salary statement lying around near the printer  Knowledge Check: Tell us how you would feel in the following situations:  **Situation 1:** Client stands to greet you, shakes hands, offers a chair, and addresses you by name.  **Situation 2:** Colleague continues to talk on the phone as you enter his office and doesn’t motion for you to sit down.  **Situation 3:** Supervisor fails to introduce you to a person you don’t know as you join the group.  **Situation 4:** Supervisor introduces you to a new client while adding some flattering descriptions of your professional expertise.  **Situation 5:** Colleague fails to shake hands with you as you extend yours. |
| 2: Telephone Etiquette |
| The telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas.  An individual needs to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.  Any one of these five forbidden phrases, are guaranteed to annoy callers, frighten away the perspective clients, and reduce peoples confidence   * I don’t know:Treat the callers with your positive attitude, by saying I don’t know but I’ll find out. Leave out the negative part. What is left is “I’ll find out.” Recommended – “Let’s find out” * We can’t do that:Please don’t tell people what you cant do; tell them what you can do. * Recommended - “Here’s what we can do.” * You’ll have to…:People don’t like you telling them what they have to do… instead of “have to”, use “need to” * Recommended – “You’ll need to…” * Just a second:Tell the caller the actual time it may take you to get back to them. (Nothing happens in “Just a second”)Recommended – “Are you able to hold, this may take a few minutes.” * Naggation: “No” at the start of a sentence is wrong way to start a conversation.  Think before you answer. Suggest what you can do.Remember, the callers have not called you to hear a “NO” from you. That’s brutally blunt. People call to getsomething accomplished, not to get refused.Recommended - Offer a positive alternative.   Same principles apply to the in-person relationships too. General Tips:  * Check the number then dial it correctly * Ring long enough * Identify yourself immediately * Ask them if it’s convenient to talk now * Talk loud enough directly into the phone * Apologize if you have dialed a wrong number * Observe courtesies * Don’t ask them to wait the moment that they answer  Making A Call: Here are some tried and tested tips for making a call:   * Be an attentive listener * Don’t interrupt * Use the person’s name * Any bad news should be delivered face-to-face * If they have to be put on hold, Ask if you can call them back * If they would like to wait, get back to them every 30 seconds  Receiving a Call: The Following are the tips for receiving a call:   * Answer your phone promptly * Greet the caller pleasantly * If you are busy, let the caller know * Take messages for others clearly and politely * Be sure to pass on the message * Return telephone calls as soon aspossible * Inform the caller that you aretransferring the call, then transfer * Let the caller end the call first * Hang up the phone gently  Teleconferencing Etiquette:  * Preparing for the call * Plan a good environment and equipment for the call * Plan a call from a quiet location * Properly check the following equipments: * Speakerphones * Cell phones * Cordless phones * Voice over Internet (VoIP) * Headsets. * Use mute rather than putting the call on hold * Dial the teleconference number at the appointed time  Teleconferencing: During a Call:  * Follow the time-lines * Let Your Host(s) Moderate * Use Your Best Manners  General Messaging Etiquette:  * Messages should be concise and to the point. * Once you send an email, don't expect a response right away  Voicemail Etiquette:  * Speak clearly and slowly * Leave your name and telephone number * State the reason for your call * Make your message concise * Change your outgoing voicemail message daily * Include your: Name, Extension Num, Date and Agenda.  Telephone Usage Hints:  * Be prepared * Smile when you speak * Speak clearly * Use your first and last name to introduce yourself * Address the other person as Mr. or Mrs. * Be confident and positive * When calling from home be away from distractions   **Knowledge Check:**  Read the following case studies and answer the questions followed by each case study:  **Case Study 1: For Telephone Etiquette**  Vijay Singh is in a conversation with John Smith, his Client IT manager discussing a requirement. He received a phone call from his offshore manager. Vijay excused himself and attended to the call for two minutes. As Vijay and John proceeded on their discussion, Vijay received another call from an offshore team mate that took him another two minutes.  What was incorrect about Vijay’s sense of Business Etiquette? Mark the right option using (√).   * Vijay did the right thing. * Vijay did the right thing in attending to the call from the manager but did not do the right thing when he took the call from his team mate. * Vijay was wrong in attending to both the calls while in a discussion with the Client representative.   **Case Study 2: On Native-Language conversations and the use of the phone**  Vijay Singh, an On-site Coordinator located at New York was thrilled with his new toy, the latest Motorola cell phone that enabled him, among a dozen things, to keep in touch with his colleagues and friends across the US. He was overjoyed that his school friend Surjit Singh from his home town of Kanpur was also posted in nearby New Jersey. Whenever Vijay could snatch an opportunity, he had a hearty chat with Surjit in Hindi, bored and tired as he was speaking in English all the time. However, these loud and incessant talking got on the nerves of Vijay’s American colleagues seated at nearby workstations. The Client IT manager received a complaint from those seated near Vijay. He was eventually told by his manager that what was considered acceptable in personal and social situations need not be considered so at the workplace and especially when you are posted at the client location. All three disturbed Vijay’s manager and American colleagues.  Why was Vijay’s manager disturbed? Mark the right option using (√).   * Because Vijay spoke loudly * Vijay’s calls were very long * Vijay spoke in the native language |