

# **Etiquette, professionalism and making connections with others**

Dr BMK Perera

# Socialization



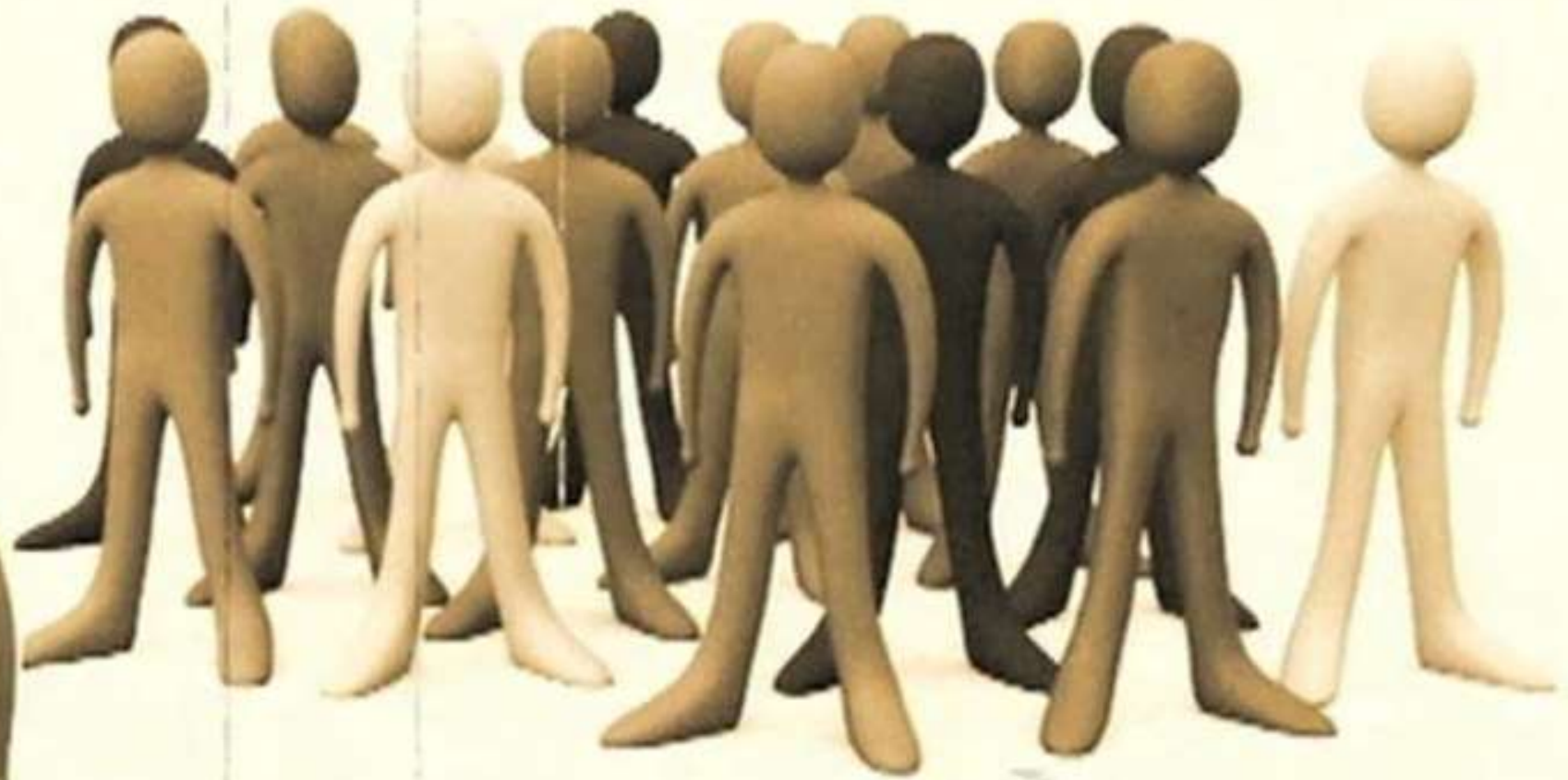
# Socialization

- ▶ Socialization is the process by which individuals acquire knowledge, language, social skills and values to conform to the norms and roles required for integration into groups or community
- ▶ Even as adults, we need to continue to enter new roles and expectations. As such, this process never ends.
- ▶ We also have to change the way we act and adjust to social situations considering roles to which aspire

# **Etiquette is a kind of behavioural script, a schema**

The concept of a “script” is presented as a framework for understanding the cognitive dynamics underlying many organizational behaviors and actions. A script is a schematic knowledge structure held in memory that specifies behavior or event sequences that are appropriate for specific situations

# Ostracization

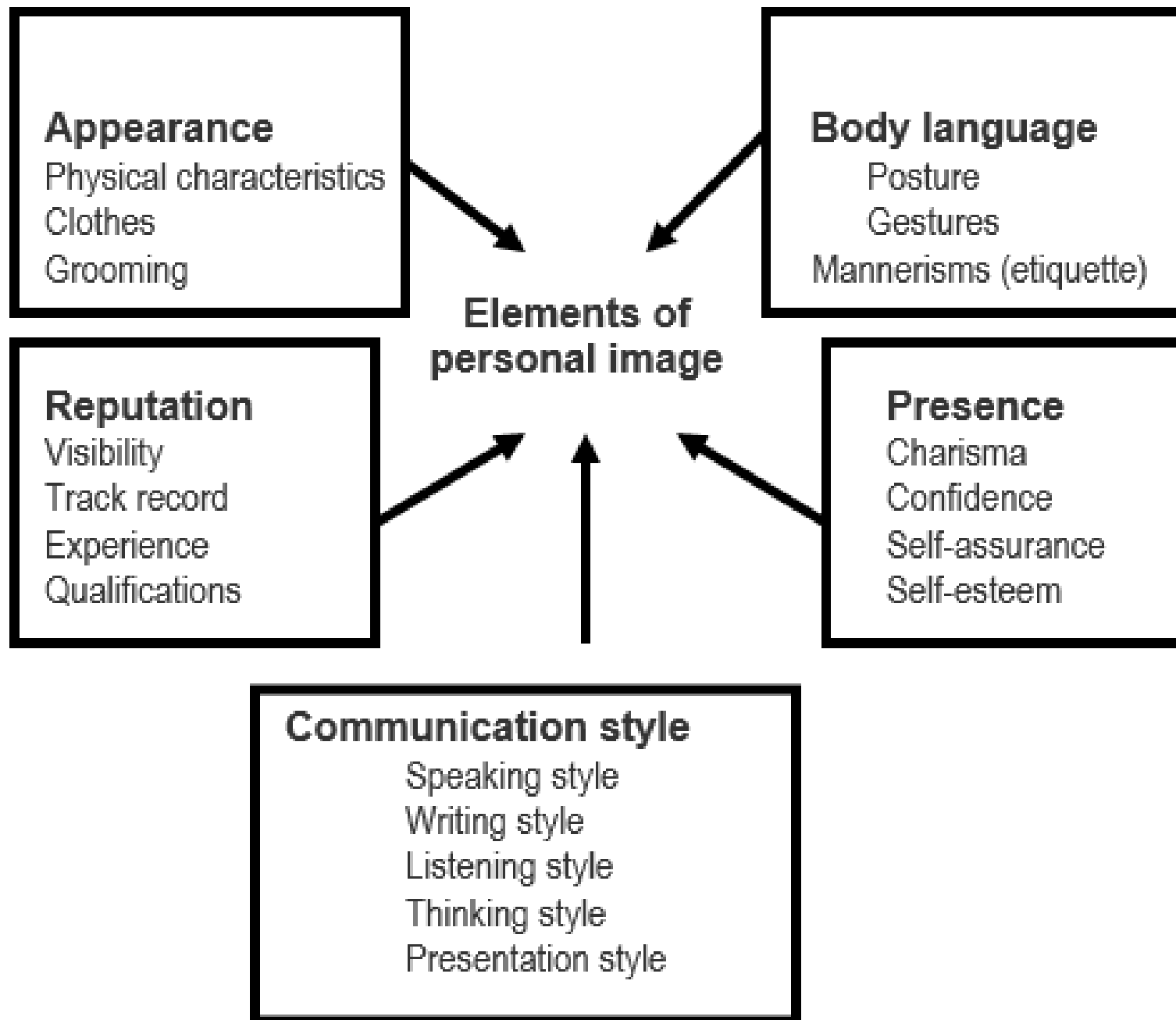


The method of keeping the status quo  
The method of keeping the status quo

Social acceptance is an aspect of social behavior it is the degree to which an individual is actively brought into social interactions by others, in individual and or group relationships.

Our personal image  
matters...





**You are your  
own brand!**





← Trimmed Haircut

← Clean Shaved

← Warm Smile

← Feel Of Confidence

← Formal Dress

← Firm  
Handshake

↔ Correct Body  
Posture

**Professional  
grooming relates  
to how you  
appear to others  
in the workplace**

Mirror, mirror on  
the wall, who is  
the fairest of them  
all?



# **Actual vs. Ideal self image**







# Etiquette defined....

- ▶ **Etiquette is a code of behavior that delineates expectations for social behavior according to contemporary conventional norms within a society, social class or a group.**

**So, it is worthwhile to take a long  
hard look at yourself –reflect!**

**Do like what you see?**







## **We need to ask:**

- **What do I need to change?**
- **How do I set about making this change happen?**
- **Understand that Old habits die hard!**
- **Are you going to choose the slow and steady approach (Kaizen approach)?**
- **Or will you try to make the change suddenly and dramatically?**

# **Norms and what they mean to us?**

**Social norms are unwritten rules about how to behave in particular group or society.**

**They are also called standards of socially acceptable behavior**

**They guide our behavior in social settings**



# Etiquette – A Ticket

- Etiquette still “opens doors”
- Life is more pleasurable and easier when we know what to expect from other people, what they expect of us, and how to respond in an appropriate way





I've learned that people will forget  
what you said, people will forget  
what you did, but people will never  
forget how you made them feel.

— *Maya Angelou* —

**AZ QUOTES**





Even Her Majesty can have  
her embarrassing moments

















Dealing with emotion or boredom, or frustration. Engaged in discussion with oneself.

This is a “self-pacifying” behavior when we’re feeling anxious, as the physical movement can provide the body with a release of energy that helps to calm nerves.




Steepled hands

Show of  
confidence

But one should  
not over do this!





Fidgeting again!

the  
**bodylanguage**  
project.com



Fidgeting with a  
pen



**Experiencing severe  
tension**



**“Sweaty cold fish”**

**This handshake can leave a  
very bad feeling**



**Another bad  
handshake to  
remember!**



## **Power posture**





Power position



**This shows not  
power but  
aggression**



Strong conviction  
Decisiveness







# **Role of first impressions....**

- ▶ **Genuine smile, not a fake one**
- ▶ **Nice warm greeting**
- ▶ **Exude positivity and energy**
- ▶ **Appropriate eye contact**
- ▶ **Active listening**
- ▶ **Dress code**
- ▶ **Grooming**

**You will not get a second chance to make a first impression!**

# **Role of first impressions....**

- ▶ **Within 30 seconds people judge you:**
  - ▶ **Economic level**
  - ▶ **Education level**
  - ▶ **Social position**
  - ▶ **Level of sophistication**
  - ▶ **Level of success**

# **Role of first impressions....**

- ▶ **Within 4 minutes people decide your:**
  - ▶ **Trustworthiness**
  - ▶ **Compassion**
  - ▶ **Reliability**
  - ▶ **Intelligence**
  - ▶ **Capability**
  - ▶ **Humility**
  - ▶ **Friendliness**
  - ▶ **Confidence**

# Snobbish







Joshua Bell

GUESS  
WHO?







# How others evaluate us

- ▶ **By the words we speak**
- ▶ **By the way we behave in social situations**
- ▶ **Show of humility**
- ▶ **Your likes and dislikes**
- ▶ **Grooming and dress code**



**Would you eat  
this candy?**



**Would you eat  
this sweet?**







Do not make  
assumptions unless you  
know the whole story. If  
in doubt, ask the person  
directly.



[www.Facebookquotes4u.com](http://www.Facebookquotes4u.com)



# **A complement will cost you nothing, but can earn you many things**

**Be honest (Complements be believable)**

**Never over do it**

**Mean what you say!**



BRAGGING ONLY MEANS  
YOU'RE NOT USED TO  
HAVING IT.



# Business etiquette quiz....

- ▶ Is it okay to introduce yourself to others using your title (Yes/No)
- ▶ Having a hand in your pocket is acceptable in social situations (yes/No)
- ▶ It is better to brush-off complements given by others to appear humble or down-to-earth (Yes/No)



# Business etiquette....

- ▶ Never introduce yourself by your title, tell the name you would like to be called
- ▶ Keep your right hand free, but do not keep it in your pocket
- ▶ Maintain eye contact
- ▶ Greet people warmly

# Business etiquette....

- ▶ Do not pretend to be an expert on topics that you are not
- ▶ Do not correct another's grammar or pronunciation in public
- ▶ Gracefully accept compliments given to you
- ▶ If a business card is given, take with both hands. Do not rush to shove it into your hip pocket
- ▶ Instead read it, and place it in a card holder

# Business etiquette....

- ▶ Manage business card exchanges flawlessly
- ▶ Always have a supply of cards
- ▶ Ask for someone's card before offering your own
- ▶ Present card face up
- ▶ Take time to look at received card
- ▶ NEVER turn down an offered card
- ▶ Be selective when distributing cards
- ▶ Be aware of international card etiquette

# Business etiquette....

- ▶ Always use last names with customers unless they are about your age and rank
- ▶ Don't keep customers waiting
- ▶ Escort clients out
- ▶ When someone of higher rank or from outside the organization enters, everyone in the office stands
- ▶ Junior employees stand until seniors sit



# **Remember names for it's worth it!**

- **Try to remember peoples' names (you can mentally repeat names to remember them or make associations to fix them in your memory)**
- **“How do you spell your name?” is a way some people practice)**
- **If you can not remember, admit your lapse**

# **Remember names for it's worth it!**

- **If you can remember other aspects about the person, talk about those first**
- **If other people have forgotten your name, don't make them suffer. Tell them.**
- **If you have to stop and think if you should use a person's first -- don't!**

# **Social etiquette**

# Social etiquette...

- ▶ During meals
- ▶ At parties or social events
- ▶ Behaviour in public places
- ▶ When meeting a new girlfriend's parents
- ▶ Moving to a new neighborhood
- ▶ Many, many, more...



# **Dining etiquette...**

- **Dining is more about connecting with people than mere eating**
- **Should make a favorable impression**
- **Reflects on the organization you represent – or your competency as a professional**
- **Remember that every moment you are being evaluated by others**







Take your seat once you get a cue  
from the host

It is also the best time to silence  
your phone



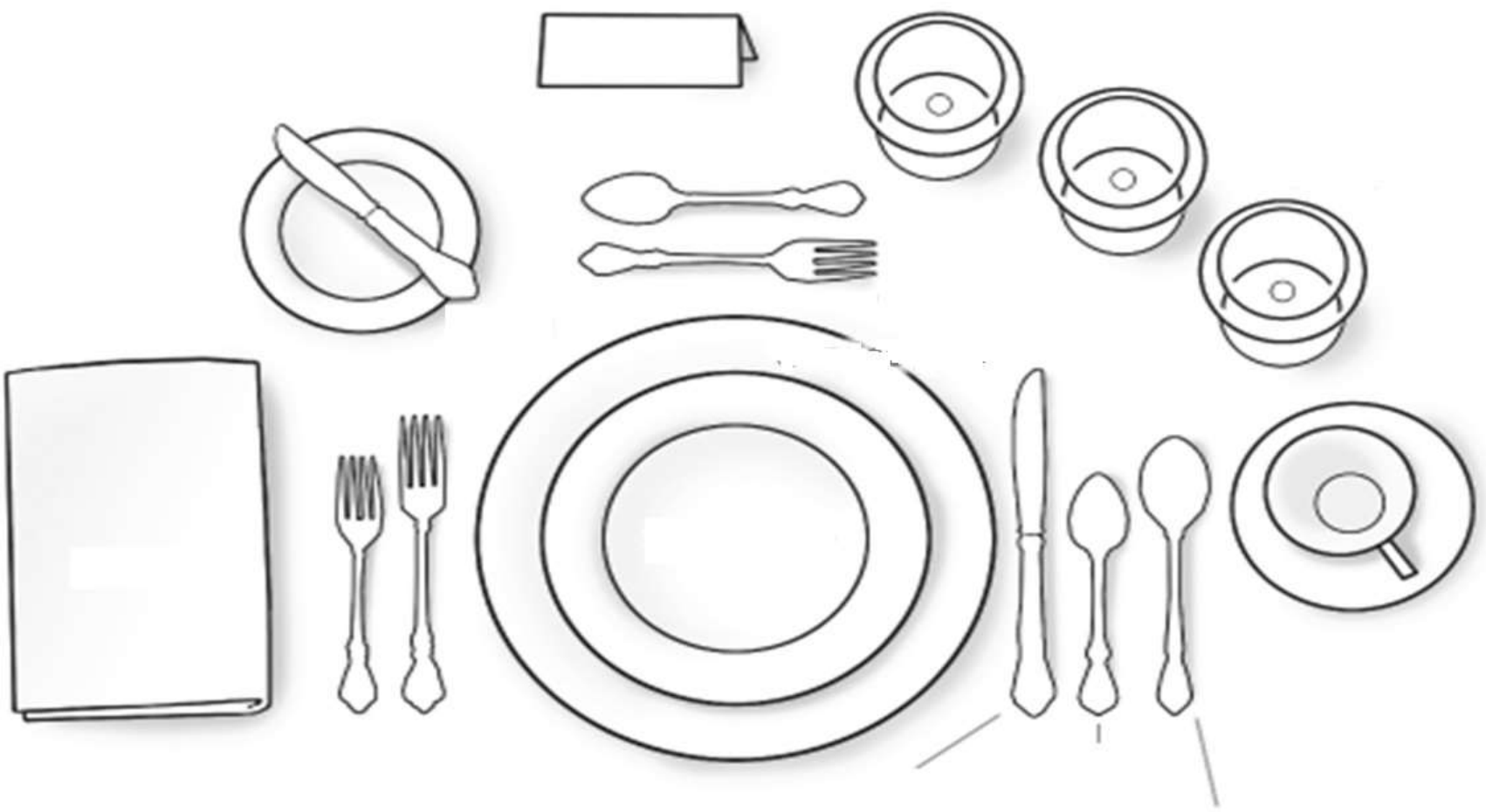


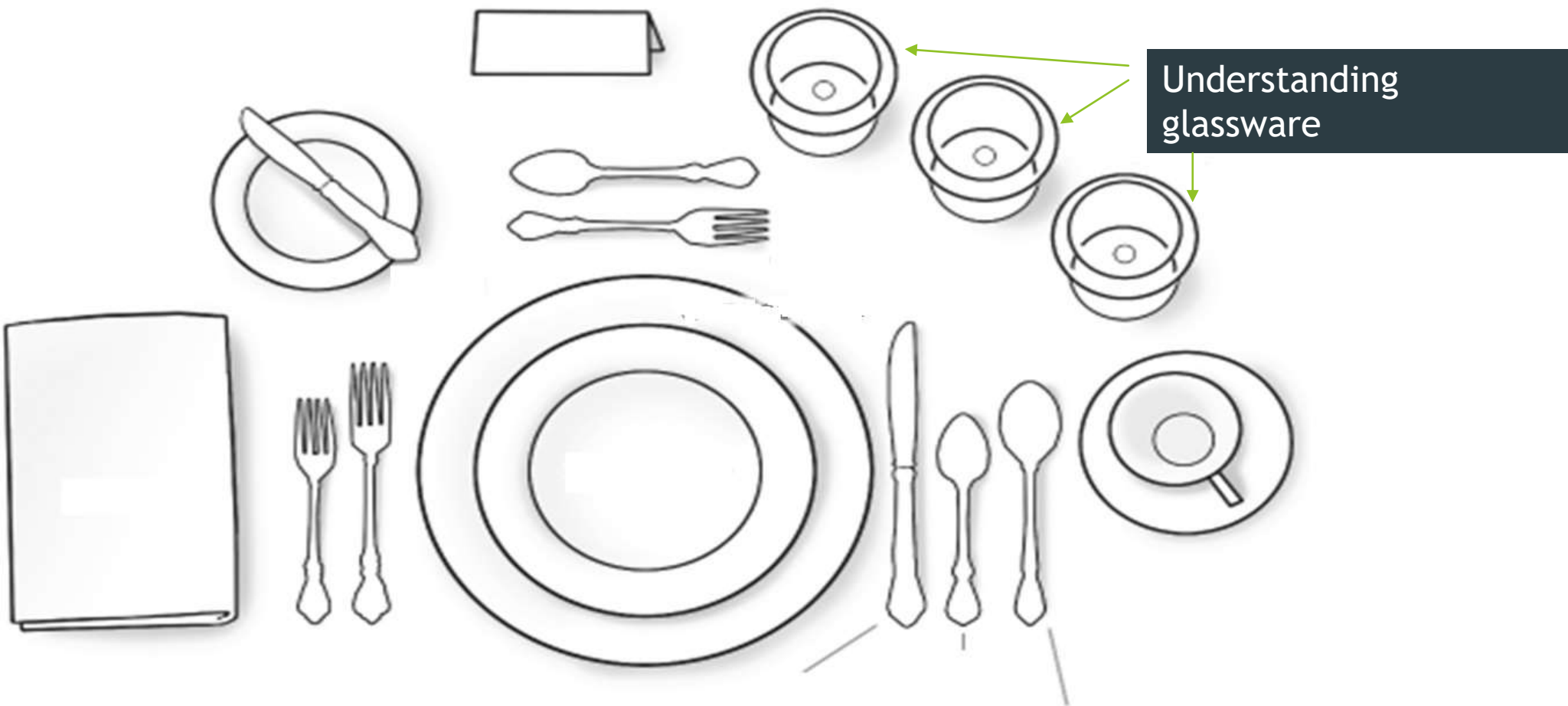


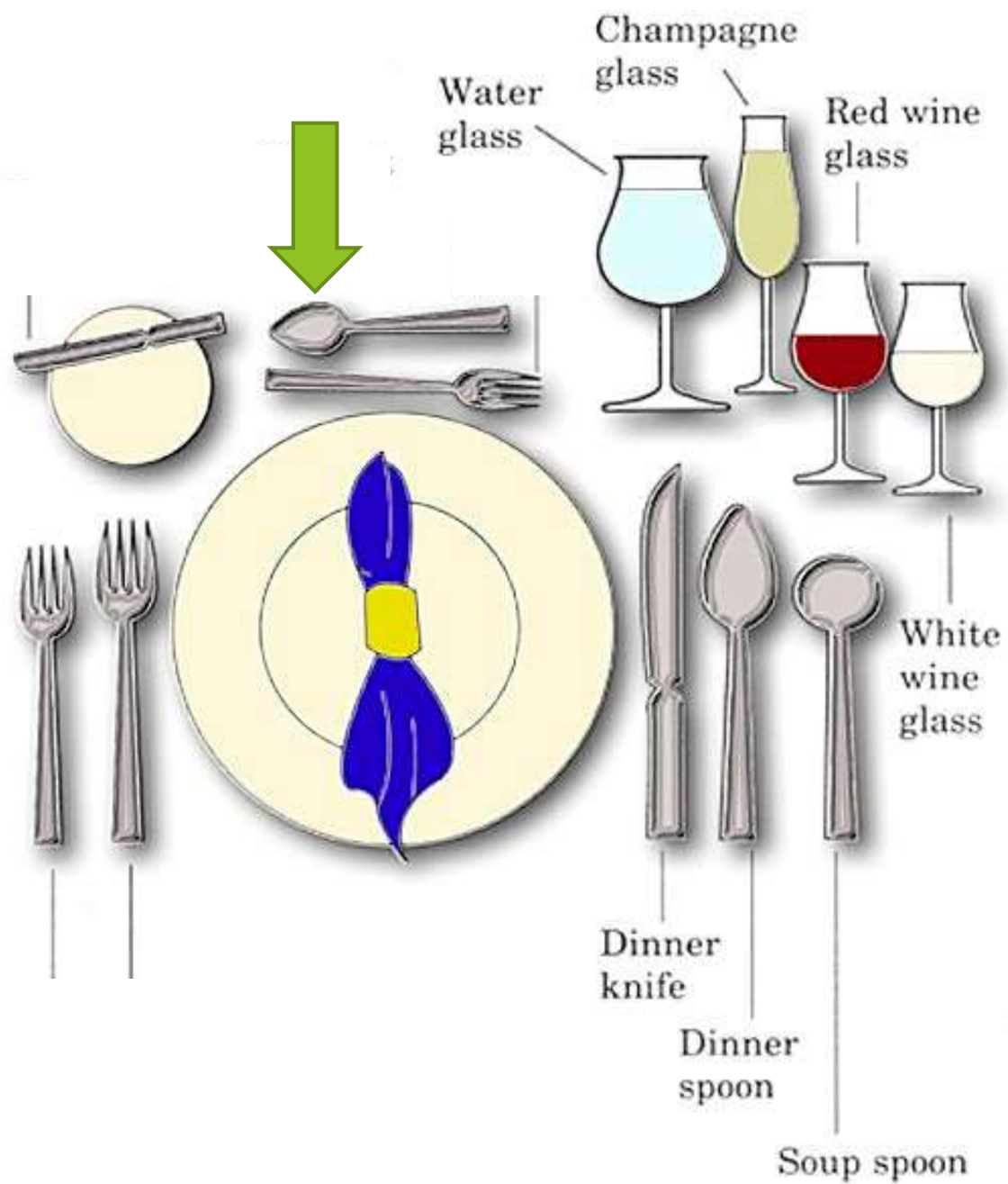
# How Do I Use My Napkin ?







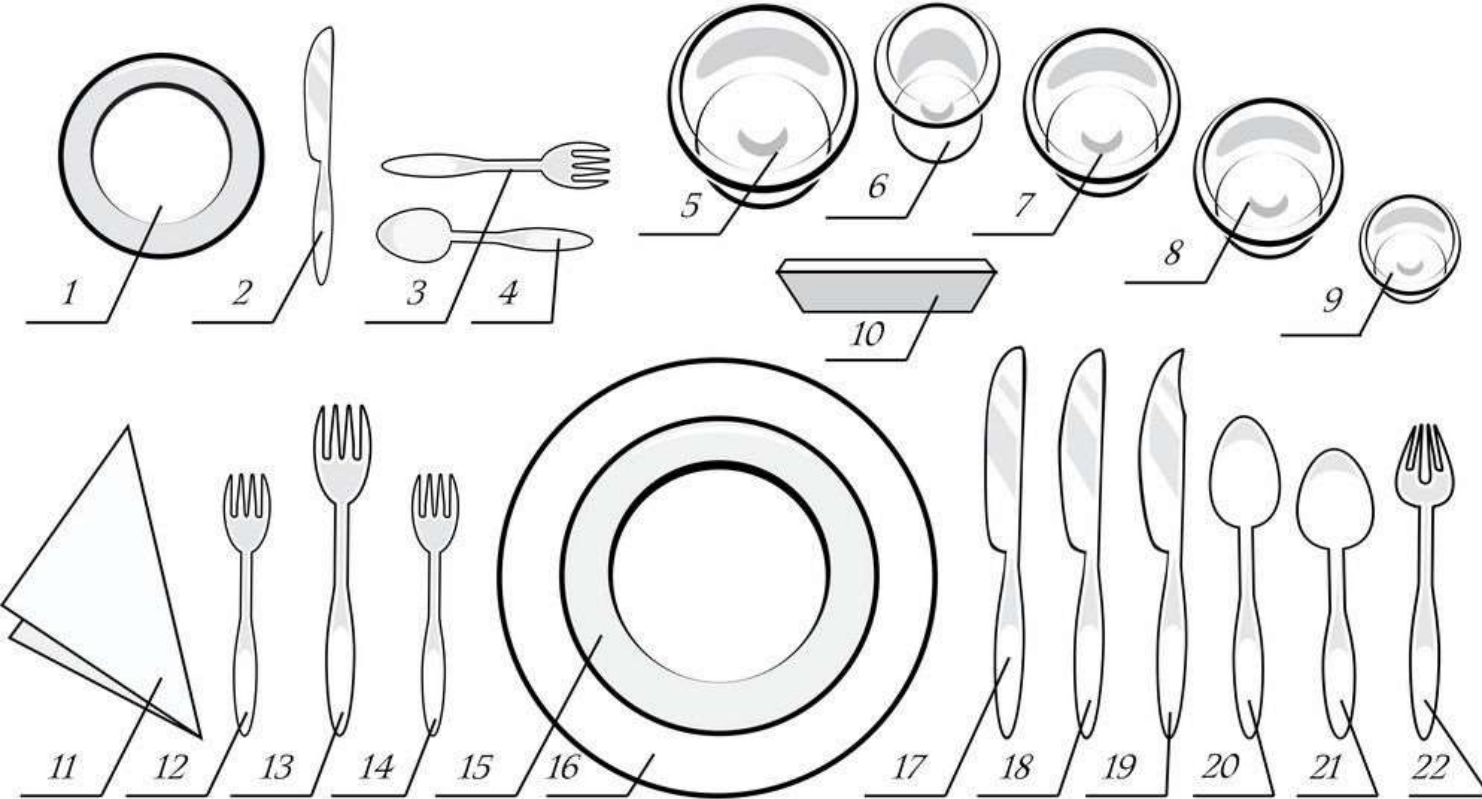






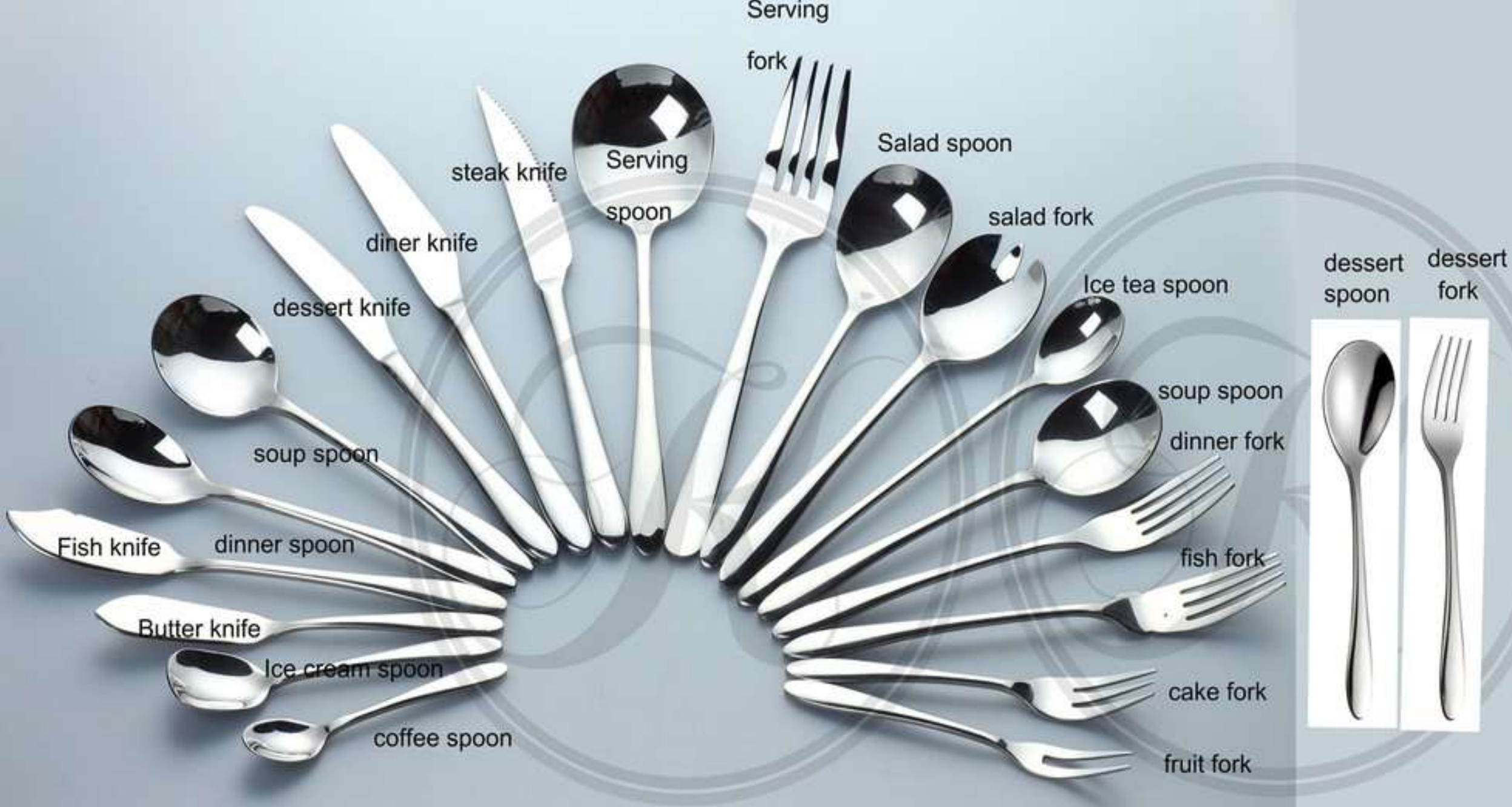






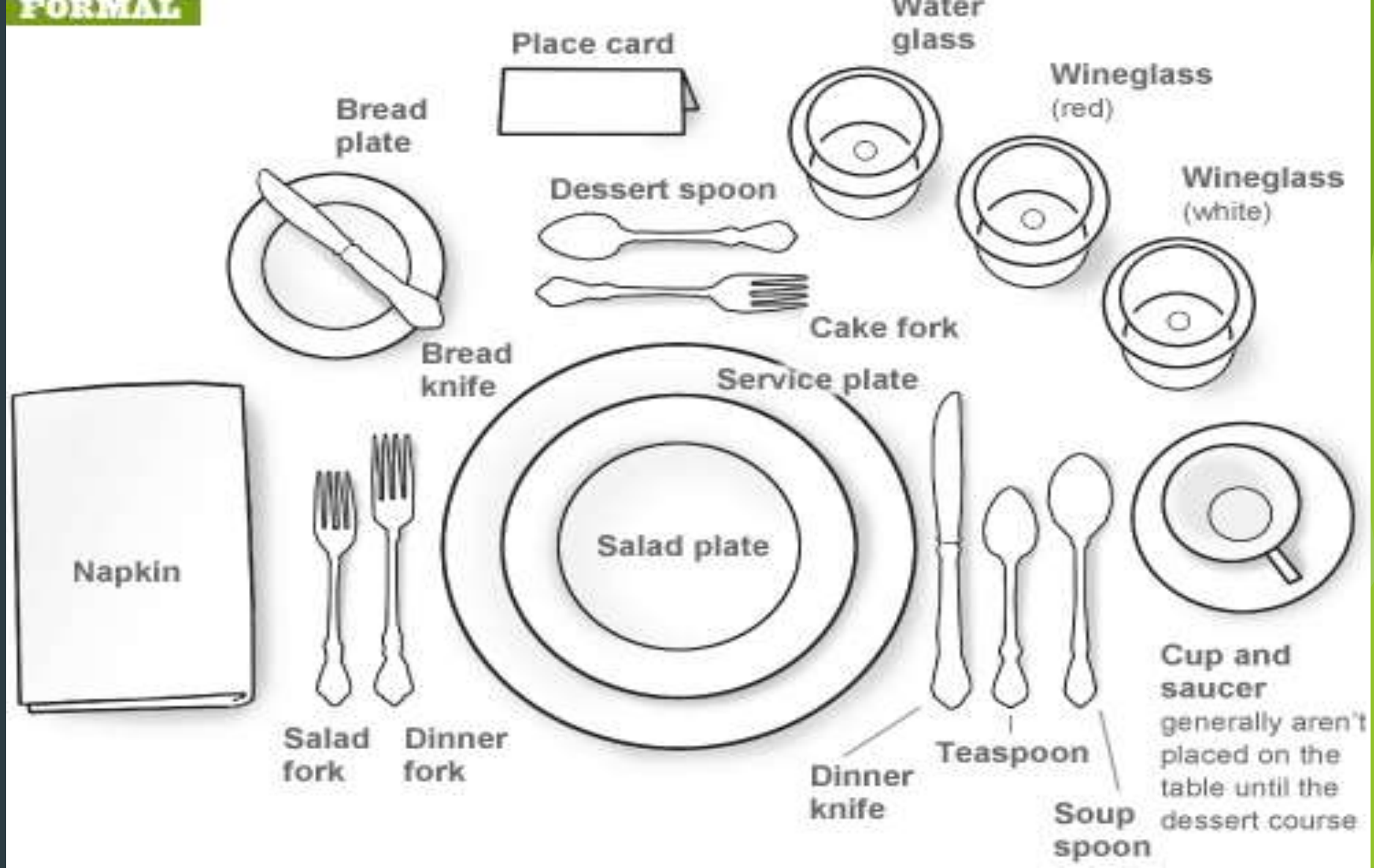
## Table setting

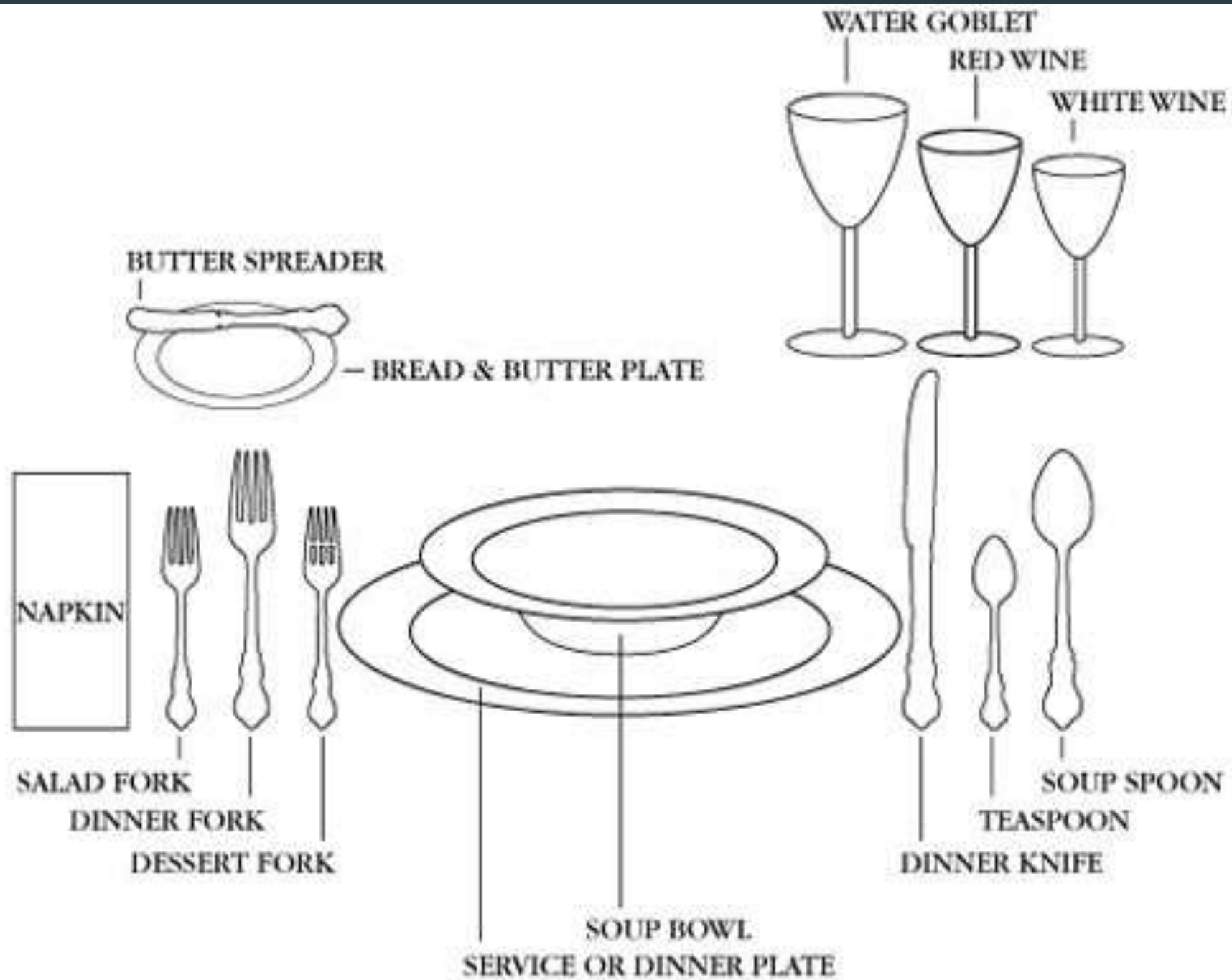
- |                    |                    |                  |                 |
|--------------------|--------------------|------------------|-----------------|
| 1 Bread plate      | 7 Red wine glass   | 12 Salad fork    | 17 Salad knife  |
| 2 Butter knife     | 8 White wine glass | 13 Dinner fork   | 18 Meat knife   |
| 3 Cake fork        | 9 Sherry glass     | 14 Dessert fork  | 19 Fish knife   |
| 4 Cake spoon       | 10 Place card      | 15 Salad plate   | 20 Dinner spoon |
| 5 Water goblet     | 11 Napkin          | 16 Service plate | 21 Soup spoon   |
| 6 Champagne goblet |                    |                  | 22 Seafood fork |





# FORMAL









# Know your Bread and Drinks



# HOW TO EAT A BREAD ROLL CORRECTLY



# HOLDING A WINE GLASS

*like a wine connoisseur*

BTW. This is a huge red wine glass. Most will fill to this line.

5-6 oz  
(150-180 ml)

**Grip at Base**  
Hold glass towards  
the base of the stem  
between your thumb  
& forefinger







# Dining etiquette...



## ▶ Wine-

- ▶ White Wine glasses are held by the stem, as not to diminish the chill
- ▶ Know your limit. Better not ask for refills.

# Dining etiquette...

- Place your napkin on lap after every-one has been seated.
- Fold your napkin in half with the crease toward you.
- Use your napkin as necessary.
- Place your napkin on your chair when temporarily leaving table.

# FORK & KNIFE ETIQUETTE



# Dining etiquette...

- Hold spoon with thumb across the top of the handle.
- Take soup spoon away from you rather than toward you.
- Sip from the side of the spoon, not front.
- Bring the spoon to your mouth rather than lean heavily toward the bowl
- Do not blow!
- To get the last bit of soup, tilt the bowl away from you

-





# Dining etiquette...

## ▶ Passing dishes or food:

- ▶ Pass food from the **left to the right**
- ▶ Do not stretch across the table, crossing other guests, to reach food or condiments.
- ▶ If another diner asks for the salt or pepper, pass both together, even if a table mate asks for only one of them
- ▶ Set any passed item, whether it's the salt and pepper shakers, a bread basket, or a butter plate, **directly on the table** instead of passing hand-to-hand.
- ▶ **Never intercept a pass.**

# Dining etiquette...

- ▶ Keep elbows off the table
- ▶ Keep your unused hand in your lap
- ▶ Do not talk with your mouth full. Chew with your mouth closed.
- ▶ Guests should do their best to mingle and make light conversation with everyone
- ▶ Do not talk excessively loud
- ▶ Give others equal opportunities for conversation. Talk about cheerful, pleasant things at the table.

# Dining etiquette...

- ▶ Bacon—Only very crisp bacon may be eaten with fingers
- ▶ Pastries—Cut in halves or quarters and eat with fingers or fork
- ▶ French fries—Eat with fingers if served with sandwiches or burgers
- ▶ Lemon Wedge—Squeeze over fish with fingers
- ▶ Pasta—Separate a few strands with fork. Twirl onto fork with tines held against the plate
- ▶ Potatoes—Eat baked potatoes with a fork. Skins with knife and fork. Move butter from butter plate to potato with fork. Never mash potatoes on plate.
- ▶ Eat chips with fingers



# Dining etiquette...

- ▶ Don't clean up spills with your own napkin and don't touch items that have dropped on the floor
- ▶ Then, simply and politely ask your server to clean up and to bring you a replacement for the soiled napkin or dirty utensil.
- ▶ Loud eating noises such as slurping and burping are very impolite. The number one sin of dinner table etiquette!

• -

# Dining etiquette...

- ❑ Excuse yourself to visit the restroom
- ❑ If you cough, cover your mouth with your napkin. If your cough becomes unmanageable, excuse yourself to visit the restroom.
- ❑ **Turn off your cell phone or switch it to silent or vibrate mode before sitting down to eat**
- ❑ It is impolite to answer a phone during dinner. If you must make or take a call, excuse yourself from the table and step outside of the restaurant.

# Dining etiquette...

- ❑ Do not use a toothpick or apply makeup at the table.
- ❑ Say "Excuse me," or "I'll be right back," before leaving the table. Do not say that you are going to the restroom.

• -

# Dining etiquette...

- ❑ Even if you have dietary restrictions, it is inappropriate to request food other than that which is being served by the host at a private function. If you have serious dietary restrictions or allergies, let your host know in advance of the dinner.
- ❑ Do not "play with" your food or utensils. Never wave or point silverware. Do not hold food on the fork or spoon while talking, nor wave your silverware in the air or point with it.



# Dining etiquette...

- Try to pace your eating so that you don't finish before others are halfway through. If you are a slow eater, try to speed up a bit on this occasion so you don't hold everyone up. Never continue to eat long after others have stopped.
- Once used, your utensils, including the handles, must not touch the table again. Always rest forks, knives, and spoons on the side of your plate or on the saucer of a bowl.

# Dining etiquette...

- Don't push your plate or chair away unless you are getting up from the table
- Don't rearrange or stack your dirty dishes
- Never tilt your chair
- Don't pick your teeth or take medication at the table

# Dining etiquette...

- ▶ Nothing that touched your mouth should ever directly touch the table
- ▶ If you decide to pass on food being offered, simply say “No Thanks” - *no explanation is needed*

# Dining etiquette...

- Lay your fork and knife (sharp side of knife inward), at the 4:00/10:00 position.
- Leave plate where it is – don't push it away.
- Used napkin goes next to your plate, not on top of the plate.
- Do not ask for a doggy bag or a toothpick.





# At cocktail parties...

- ▶ Individuals
  - ▶ Compliment, weather, food, current event
- ▶ Group
  - ▶ Something pertaining to everyone
  - ▶ “How do you all know each other?”
- ▶ Casual acquaintances
  - ▶ General comments
  - ▶ “How has your year been?”

# At cocktail parties...

- ▶ Safe topics
  - ▶ Sports, books, movies, art, travel (talking about politics can be tricky)
- ▶ Questions
  - ▶ Ask, listen, elaborate with matching experience, Ask again
- ▶ Be more interested than interesting

# At cocktail parties...

- ▶ Stay no more than 10 min in one place
- ▶ Break-away lines
  - ▶ “I don’t want to monopolize you.”
  - ▶ “I’m going to circulate.”
  - ▶ “I see someone I must meet.”
- ▶ Tell them you enjoyed speaking with them

# Opening doors...

- ▶ **Earlier people were taught that ladies should always walk through the door first**
- ▶ **Now, whoever arrives at the door first, should open it for the other person**
- ▶ **However, younger executives should defer to older, senior executives and get to the door first to hold it open**



# Personal grooming: The Power of Appearance

**In business, you dress to have an impact on your bosses, teammates and clients.**

**If your clothes don't convey the message that you are competent, able, ambitious, self-confident, reliable, and authoritative, nothing you say or do will overcome the negative signals emanating from your apparel.**

**Betty Harragan, *Games Your Mother Never Taught You***

Being well-groomed is considered as being able to pay attention to self











# Have a radiant skin ...



Don't wear too much  
make up!



### ශරීර දුහඳ දුර්ලබ

ශරීර උණුසුම් රැකීම සඳහා පිටවන දුහඳ, හඳ හෝ සුරිද නැත. හඳු වීමත් සමඟ දුහඳේ මුහුදු පිට දුහඳ ගමයි. හඳු වීමත් ඉතා ඉක්මනින් පැතිරෙන බැවින් කිසිදු ශ්ව දුහඳ විනාශ වැඩිවේ. ශරීර දුහඳ දුමක් සිටීම පිළිබඳ සිතාමතාම ආලෝකය හැඳීම සුදුසුය. ඒම දුහඳ දුමක් හැඳීම පිළිබඳව සහ ශරීර දුහඳ සාමාන්‍යව ඇතිවන්නේද සහ සිතාමතාම හැඳීම (හොට්, ස්නානයෙන් පසු, කිසිදු ශ්ව වර්ෂ ආලෝකය ලැබුවත්). ස්නානය කොට පමණක් හැඳීම වැඩිවනු ලබන්නකි. ශරීර ආලෝකය දුමක් හෝ සහ හෝ වැඩිවීම සිත් වැනගත් ඉඩකොට හැඩයි.



Eccrine glands are all over your body and produce watery sweat to keep your body cool. Apocrine glands are located where hair follicles are most concentrated (scalp, armpit, and groin), and the sweat is waxy and fatty from the lipids they secrete











Pyorrhea can be  
prevented

# Focus on these too..





Be a winner...









# Image & Self-Projection

**There are 3 sides to self image:**

- 1. As you see yourself.**
- 2. As others see you.**
- 3. As you truly are.**

**Ask yourself if see any differences  
in these? Do you see areas for  
self improvement?**

**What you are telling  
Others in the society ....**





# Depends on:

What you are doing

What you are showing others

You likes and dislikes

Your thoughts





People see with their brains, not their eyes. They see what they want to see and look for behaviors that they expect to see. If you act as if you deserve it, believe it, and can achieve it, then other people will believe it, too.

Watch your *definitions* -  
they become *thoughts*

Watch your *thoughts* -  
they become *words*

Watch your *words* -  
they become *actions*

Watch your *actions* -  
they become your *destiny*