

SUSIE WILSON FINISHING SCHOOL



ETIQUETTE WORKPLACE BEHAVIOUR THAT MAKES A DIFFERENCE



MAY 2017

ETIQUETTE - WORKPLACE BEHAVIOUR

SUSIE WILSON

FOUNDER- SUSIE WILSON FINISHING SCHOOL

WHY?

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Susie Wilson

Doyenne In Etiquette

Etiquette and Finishing
The modern day authority on all matters etiquette,
taste and achievement.

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- **The way you present yourself at work has an impact on your co-workers and your work environment.**
- **Workplace etiquette refers to the kinds of social behaviors that are acceptable in the workplace.**
- **It is the guidelines or manners that make people comfortable, including behaviour related to how you dress, your attitude and temperament, your hygiene, how you interact with your co-workers, your use of technology, and your timeliness.**

While manners may change with the times, the underlying etiquette principles of respect, consideration and honesty remain.

Souce: <http://www.susiewilson.co>

ETIQUETTE

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1 RELEVANCE

How you behave can make all the difference in your employment success. In many cases we know the difference between “right and wrong” at the workplace. However, sometimes we might not be aware of the etiquette mistakes we are making. Taking note of these tips for proper workplace behaviour will make all the difference in your ability to Keep that Job.

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"COMMUNICATION THE BASICS: GOOD COMMUNICATION MAKES THE WORK ENVIRONMENT MORE PRODUCTIVE AND PLEASANT.

THE BASICS WE LEARNED AS CHILDREN STILL APPLY: SAY PLEASE, THANK YOU, AND YOU'RE WELCOME.

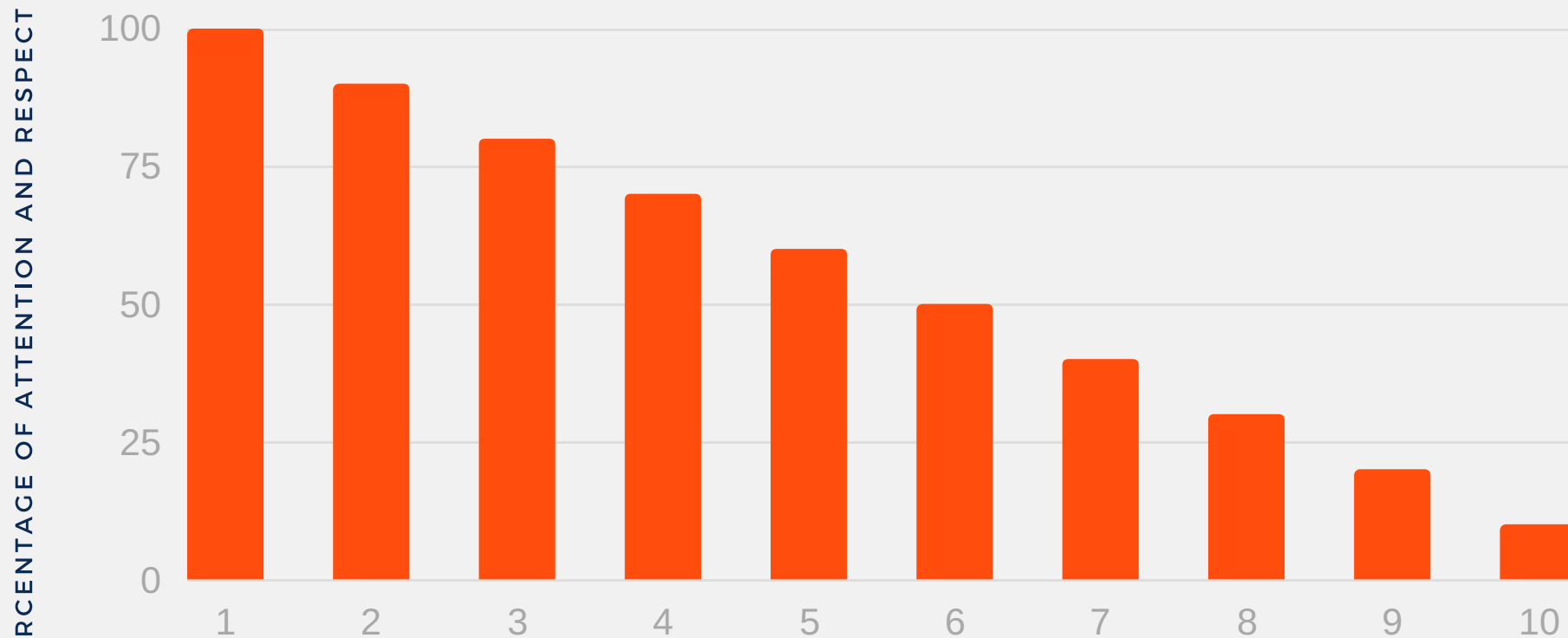
USE YOUR INSIDE VOICE. DON'T RAISE YOUR VOICE, AND DON'T USE OFFENSIVE LANGUAGE. WHEN ADDRESSING OTHERS, DO SO FORMALLY AND POLITELY, AND DON'T INTERRUPT OTHERS WHEN THEY ARE SPEAKING.."

SUSIE WILSON - ETIQUETTE EXPERT

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Basic Workplace Etiquette: While manners may change with the times,(Which shouldn't) the underlying etiquette principles of respect, consideration and honesty remain.

- a) Come to work clean and well rested;
- b) Dress in accordance with your employer's dress code.
- c) Don't distract others from their work unnecessarily.
- d) Speak quietly so your voice doesn't carry across the work areas of your co-workers.
- e) Clean up after yourself.
- f) Respect your colleagues' property and food.




CONNECTION

You need to create a connection

Body Language: Respect your co-workers by giving them your full attention.

Face the other person and make eye contact.

Pay attention to your body language. When greeting someone to your workspace, stand up.



Managing your emotions: Whenever you find yourself upset or dealing with an issue at work, the best response is to wait, process your thoughts, and think through your words before you voice a complaint, thought, or suggestion.

Think before you speak; bite your tongue before an inappropriate or provocative remark can emerge. When on the receiving end of constructive feedback, listen to the words and feelings of others and don't dispute what they are feeling. You can't change what someone feels; a good response is "I'm sorry you feel that way."



**TABOO TOPICS: BE CAREFUL
WHAT YOU TALK ABOUT.**

**DON'T OVERSHARE ABOUT YOUR
PERSONAL LIFE, GOSSIP ABOUT
OTHERS OR OPENLY CRITICISE
YOUR PEERS.**

**AVOID DISCUSSING POLITICS,
RELIGION, SEX AND SALARIES.
PERSONNEL MATTERS SHOULD
ONLY BE DISCUSSED WITH THE
SPECIFIC INDIVIDUAL INVOLVED,
YOUR SUPERIOURS, AND
MANAGEMENT.**

**KEEP YOUR PERSONAL PROBLEMS
OUT OF THE WORKPLACE.**

-- SUSIE WILSON



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W W W . S U S I E W I L S O N



WORK PLACE ETIQUETTE

GENDER NEUTRALITY ETIQUETTE IS GENDER NEUTRAL:

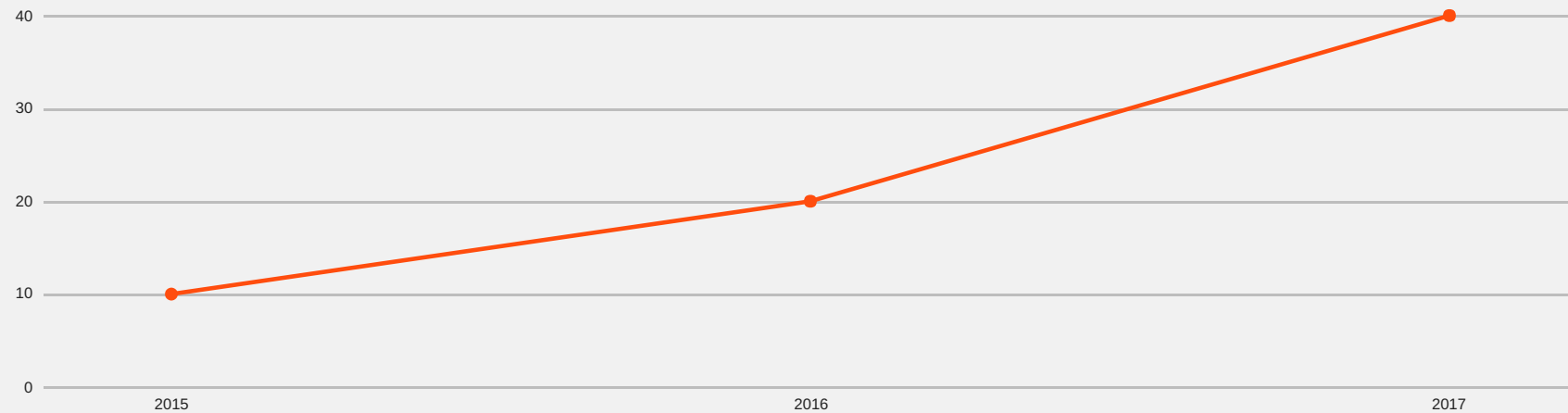
BACK IN THE DAY THE RULE WAS THAT MEN HELD DOORS FOR WOMEN. NOW, OF COURSE, THE WORKPLACE IS FILLED WITH WOMEN AND THE GUIDELINES ABOUT MANNERS HAVE CHANGED. HERE ARE SOME GENERAL SUGGESTIONS.

- HOLDING A DOOR: THE FIRST TO ARRIVE HOLDS IT FOR OTHERS.**
- GETTING OFF ELEVATORS: THE PERSON CLOSEST TO THE DOOR EXITS FIRST.**
- PAYING FOR MEALS: WHOEVER INVITES, PAYS.**
- GREETING SOMEONE: MALE OR FEMALE, IT'S BEST TO STAND TO GREET SOMEONE, PARTICULARLY A HIGHER LEVEL CO-WORKER, CUSTOMER OR CLIENT.**
- HELPING TO CARRY SOMETHING: WE ALL APPRECIATE HELP WHEN OVERLOADED SO REGARDLESS OF GENDER, LEND A HELPING HAND.**

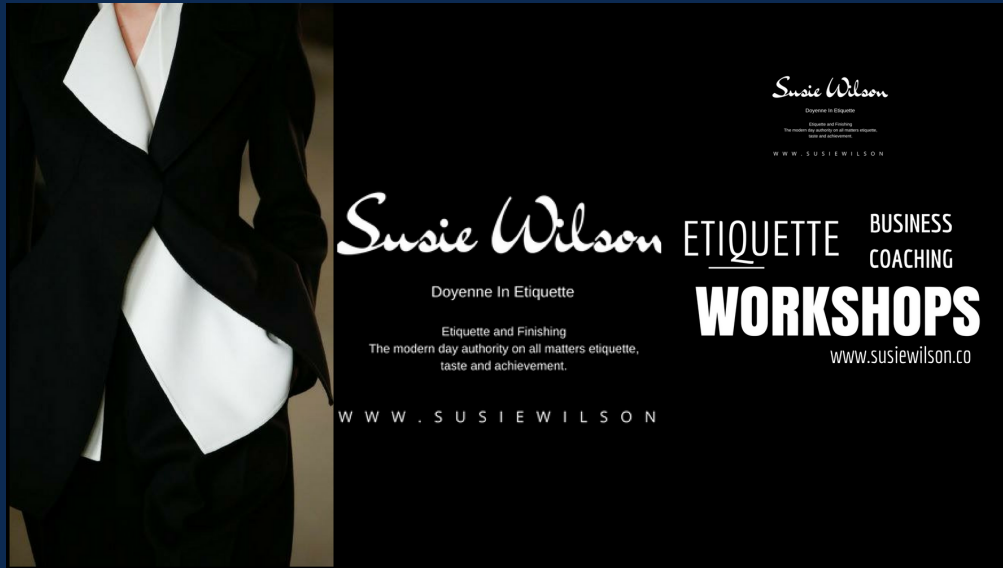
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3 THE RESULTS



Survey results based from the
2015 Survey regarding trust



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IF YOU HAVE
QUESTIONS,
EMAIL US.

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