Professional Etiquette

Goal
- Applying professional demeanor in the work environment

Body Language
- Good posture
- Don’t fidget
- Eye contact
- Keep hands calm
- Honor others personal space
- Break other habits- gum chewing, drumming fingers, hair twirling, nail biting
- Don’t show the soles of your shoes while sitting
- SMILE!

Greetings and Meetings
- Whoever reaches the door first, opens it and holds it for others
- Both men and women rise to meet and greet someone, especially when a handshake is involved
- Whoever extends an invitation to a meal typically pays

Dress Code
- When in doubt-opt for overdressing
- Business casual- open collar, slacks or skirt
- Business professional- jacket, tie, ladies suit or dress
- Semi-formal- suit for men, cocktail dress for women
- Formal- suit or tuxedo for men, formal dress or gown for women

Introduction
- Name of most honored person is mentioned first
- 2nd person mentioned in the order of gender, age, rank

Handshake
- Stand to meet someone
- Extend your hand immediately
- Web to web
- Shake from your elbow
- Hold 3-4 seconds
- Maintain eye contact

Conversation
- Approach with a smile and eye contact
- Open the conversation with a genuine compliment or an open ended question
- Don’t begin with a lecture about yourself
- Turn the spotlight on them

A Good Conversationalist
- Is polite
- A good listener
- Puts others at ease
- Can discuss numerous issues
- Asks good questions
- Never interrupts
- Graciously accepts a compliment with a simple thank you
- Extend a compliment with sincerity

Telephone Tips
- Tone and voice clarity are more important than the words you use
- Smile and speak clearly and slowly
- Return all calls within 24 hours
- Never eat, drink or chew gum while talking
- Always begin a call by introducing yourself
- When answering a call, immediately write down the caller’s name and repeat it during the conversation