

An aerial, black and white photograph of a city street intersection. The image is used as a background for a presentation slide. Three yellow circles are overlaid on the image, each containing a business concept. The text 'PAVING THE WAY TO SUCCESS' is in the top left. The text 'CELESTE TILLER, DIRECTOR OF EXTERNAL RELATIONS, COLLEGE OF BUSINESS ADMINISTRATION' is in the bottom right.

PAVING THE WAY TO SUCCESS

COMMUNICATION

TEAMWORK

WORKPLACE
ETIQUETTE

Celeste Tiller, Director of External Relations,
College of Business Administration

WORKPLACE ETIQUETTE

Q. Why is workplace etiquette so important?

A. With good office etiquette, everyone can be comfortable and effective in the workplace.

Arrive Early

Keep your music to yourself.

No smelly food.

Don't start office rumors.

Arrive early.

Punctuality is about respecting other people's time and your own.

- Don't be late to work.
- Don't be late to meetings.
- Don't let meetings run long.



Keep your music to yourself.

- Use headphones if you share an office.
- Keep the volume low enough to hear the phone ring or if someone calls your name.
- If you use speakers, remember to pause the music when you answer the phone.
- Don't sing aloud...you're a bigger fan of your voice than your co-workers are!
- Keep the dance moves to a minimum.



If placing food in fridge, be sure it doesn't overtake the flavor of nearby lunches.

Make sure aromas don't seep into hallways.



If you're microwaving, try to avoid pungent ingredients like garlic and onions.

Toss food, drink, napkins, containers in a (possibly closed) bin away from the work area.

Don't burn the popcorn!

Clean out leftovers by the end of the work week.



Gossip or Idle ChitChat?

Gossip

Often negative, inflammatory and embarrassing to the person being spoken of.

Can have many adverse side effects on an organization.

Idle banter, casual conversation, small talk, pleasantries, and icebreakers.

Value neutral--meaning it casts neither good or bad aspersions on the subject matter.

ChitChat

Here's how to get out of the gossip pipeline:

- Be busy.
- Don't participate.
- Turn it around by saying something positive.
- Avoid the gossiper.
- Keep your private life private.
- Choose your friends wisely at work.
- Be direct.
- Don't be afraid to go to a superior.



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COMMUNICATION

"Communication -- the human connection -- is the key to personal and career success."
-Paul J. Meyer

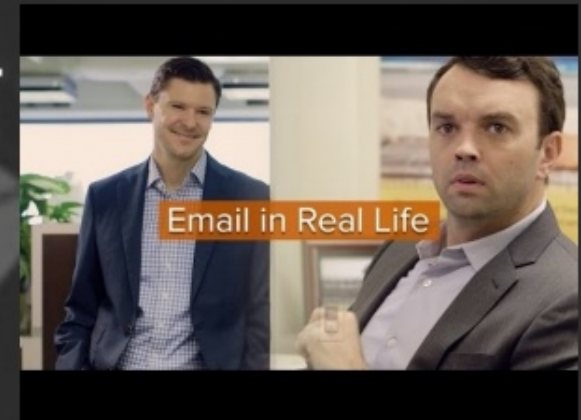
Email

Phone

Body
Language

Email

- Proofread. Enough said.
- NO SHOUTY CAPITALS!
- Keep emails brief.
- Avoid greeting gaffes and close with courtesy.
- Abide by the "Sundown Rule".
- Be careful with "Reply All" and "Forward".
- Rules for using "To" vs "CC".
- Be sure to attach your attachment.



Phone

Keep your voice down.

Don't take personal calls in common spaces.

Don't listen to your voice mails on speakerphone.

Keep your phone out of sight.

Be mindful of who could possibly hear your conversation.



According to Forbes, "untimely and inappropriate use of cellphones" is the number one etiquette break employees make.

Body Language (Blunders)

- Watching the clock while talking to someone.
- Slouching during a conversation.
- Turning yourself away from others.
- Rolling your eyes.
- Inconsistency between your words and your facial expressions.
- Fidgeting with or fixing your hair.
- Avoiding eye contact.
- Eye contact that is too intense.
- Crossed arms during a conversation.
- Getting too close.
- Weak handshakes.



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TEAMWORK (makes the dream work)

- Attitude is everything.
- Go the extra mile--it's not crowded!
- Show appreciation.
- Contribute value to team meetings.
- Engage in the workplace with etiquette and courtesy.

An aerial, black and white photograph of a city street intersection. The image is overlaid with three yellow circles, each containing a white text label. The top-left circle contains the text 'TEAMWORK', the middle circle contains 'COMMUNICATION', and the bottom-left circle contains 'WORKPLACE ETIQUETTE'. In the top-left corner of the image, the text 'PAVING THE WAY TO SUCCESS' is written in large, bold, white capital letters. In the bottom-right corner, the name and title of the speaker are provided in white text.

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