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| How to improve business etiquette   * Model good behaviour * Ask for feedback * Hire people with the right attitude * Teach civility * Create group norms on how people expect to be treated * Reward good behaviour * Penalise poor behaviour * Conduct exit interviews to understand the reasons people leave | Hosting or Attending  Hosting   * If you invite – you pay * Plan as far in advance as possible * Follow invitation protocol if needed * Greet your guests and ensure their needs are catered to * End the event graciously   Attending   * Be on time – allow for travel and venue rules * Dress appropriately to match the event * Respect people’s space – don’t push or rush and don’t take up more space than you need * Monitor how much noise you make and be careful what you say |
| Telephone Etiquette   * Prepare   + Think through what you want to say   + Make notes if it helps you to remember * Calling   + Always state the reason for the call   + Always give your name and company name * Answering the phone   + Identify yourself clearly and your company   + Be upbeat and smile as you talk   + Put people on hold only if necessary   + Screen calls with tact * During a call   + Always answer the phone politely   + Exercise patience   + Focus on listening   + Don't interrupt | Introduction Etiquette   * The host meets, greets and introduces guests to other guests * If you join a group in which introductions have already been made, it is expected that you will introduce yourself * Never use first names only. In formal settings use a person's title. Only use first names if invited to do so by the person themselves * Introductions are based on rank and position in the company. Always introduce a more junior person to a more senior person naming the senior person first and the junior person last * Clients take precedence. Always introduce your boss to a client, not the other way around * In a group, introduce several people to one person at a time following hierarchy and using the important person's name first * Help people to initiate conversation by giving them some basic information about what role or position they hold |
| Body Language   * Standing   + Ensure your back is straight, shoulders back and head up   + Avoid putting your hands in your pockets and folding your arms   + Avoid crossing your ankles, as this projects insecurity and nervousness * Sitting   + Sit with a straight back and your legs together, or with your legs crossed at the knee or ankle   + Women do not normally cross their legs, men are allowed   + Jiggling your knees is a sign of nervousness   + Leaning forward indicates interest, it can also be seen as aggressive, so use caution   + Leaning back with your hands behind your head is a power pose and will be interpreted as impolite and aggressive * Hands   + Hand movements or gestures are closely linked to culture, with some cultures rarely using their hands when talking   + Only use hand gestures if they contribute to the impact of your message   + Monitor your hand movements and sit on them if necessary * Facial Expressions   + When speaking or listening try to make your facial expression indicate interest, enthusiasm and confidence   + Do not exaggerate your facial expressions * Eyes   + Maintain eye contact when talking to others   + In a group, make eye contact with everyone * Head Movement   + Nodding and shaking your head signals understanding/agreement and disagreement/disapproval respectively   + Too much of either will confuse others and distract | When meeting people for the first time   * Prepare talking points * Be aware of your body language * Emphasise your strengths * Find something in common with the other person * Create and maintain a memorable conversation   Conversation Tips  Avoid certain topics   * Religions * Politics * Sex * Money   Avoid asking personal questions   * Relationship status * Stereotyping women and other groups   Avoid using inappropriate language and humour   * Swearing * Jokes that could be considered vulgar   Don’t dwell on one topic   * After 5-10 minutes change topics * Know when to discuss business and when not to * Fill embarrassing voids in the conversation   Listen politely   * Listen more than you talk * Ask questions to allow others to speak   Accept and give compliments gracefully  Never repeat gossip |