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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 AttendingHosting* 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
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| 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
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| 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 TipsAvoid 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 gracefullyNever repeat gossip |