

BUSINESS ETIQUETTE

*In the presence of others, sing not to yourself with a humming voice,
or drum with your fingers or feet.*

George Washington

Above is one of the 110 Rules of Civility George Washington wrote when he was sixteen. Two hundred and fifty years later we are still challenged by the pervasive culture of incivility in the workplace.

Maybe we should sweat the 'small stuff'!

Few employees have put much thought and attention to the impact of:

- what they wear,
- how their office looks,
- what they should do and say when greeting others,
- their body language in public meetings, or
- the proper electronic etiquette (e.g. phone, email, pager).

As most of us spend more time in the workplace with colleagues and customers than with anyone else breaches of etiquette can create unpleasant working conditions and damage a well-deserved reputation for proficiency, customer service and leadership credibility.

This workshop is intended for one purpose- to motivate those of us who **do not intend to offend** but do primarily because we haven't given it much thought.

Topics

- The costs of incivility.
- The dynamics of first impressions.
- Seven essential elements of electronic greetings and messages.
- What the décor and condition of your office or cubicle says about you.
- How to respond to sensitive issues such as bad breath, body odor and controversial wardrobe choices.
- Ten group norms for effective meetings.
- Fifteen email protocols.
- Impact of positive interactions.
- Six suggestions for promoting proper etiquette.

Duration: 4 hours



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