

Skills to Improve Your Workplace Etiquette

Making Positive Impressions

How you present yourself to others in the business world speaks volumes. People often form first impressions about others within seconds of first meeting them therefore it is crucial to ensure you are properly prepared to present yourself as a professional.

Here are some important tips towards making a good impression:

- Stand straight, make eye contact, turn towards people when they are speaking, and genuinely smile at people.
- Follow your office dress code, perhaps dressing a step above the norm for your office.
- Your briefcase or bag and the things you carry in them say something about you. Messy items may detract from the image you would like to present.
- When meeting someone for the first time, be sure to shake hands palm to palm with a gentle firmness.
- Be alert. Sleepiness looks bad in the workplace.
- Kindness and courtesy count!
- Arrive early to work each day.

People

How you treat people says a lot about you.

- Learn names and learn them quickly. A good tip for remembering names is to use a person's name three times within your first conversation with them.

- What you share with others about your personal life is your choice, but be careful. Things can come back to haunt you. Don't ask others to share their personal lives with you. This makes many people uncomfortable in the work space.
- Respect people's personal space. This may be very different than your own.

Communicating

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- Do not interrupt people. This is a bad habit to start and a tough one to end.
- There is a time and place for confrontation, and a meeting is almost never that place. You will embarrass and anger other people, and you will look bad for doing it. Give people time and space outside of meetings to reflect on issues that need to be dealt with.

Work Space

You may spend more waking hours in work spaces than in your home space so:

- Keep the space professional and neat with appropriate personal touches! People will see the space and consider it a reflection of you.
- Whether it is a cubicle or office, respect others' space. Don't just walk in; knock or make your presence gently known. Don't assume acknowledgement of your presence is an invitation to sit down; wait until you are invited to do so.
- Don't interrupt people on the phone, and don't try to communicate with them verbally or with sign language. You could damage an important phone call.
- Limit personal calls, especially if you work in a space that lacks a door.
- Learn when and where it is appropriate to use your cell phone in your office.
- Food consumption should generally be regulated. Smells and noise from food can be

- Meals can be extremely crucial in making a positive international business etiquette impression. The customs that are followed when dining are often very important, and mistakes in this area could be costly. Knowing the etiquette well in advance should allow you to relax and enjoy what could be an amazing new experience!

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