

Study Guide

Manners at Work

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Overview

Knowledge of etiquette is a basic business skill. This program shows that manners and common sense good behavior are career assets as well as ways to build confidence. Slice-of-life vignettes followed by lively commentary explore situations encountered by everyone from newly hired trainees to top executives.

Objectives

After watching this video viewers should know:

- How to make and acknowledge introductions.
- Why we shake hands and how to make a strong businesslike handshake.
- Basic courtesy when working in a cubicle; sharing office space and equipment.
- Guidelines for electronic etiquette, including speaker phones, cell phones, voice mail and e-mail.
- How to behave at a business meeting.
- How to host a business meeting with someone from outside the office
- Appropriate etiquette when visiting an outside office.
- Consideration for co-workers.

Manners at Work Pretest

Mark T for True; F for False.

- _____ 1 Subordinates should never call bosses by their first names.
- _____ 2. It is better to make no introduction at all than to use an incorrect form.
- _____ 3. When introducing a person outside your company to an employee inside, begin with the visitor first.
- _____ 4. Remain seated for introductions.
- _____ 5. "How do you do!" is the only appropriate response to an introduction.
- _____ 6. Open doors for visitors to your company.
- _____ 7. If you dial a wrong number, just hang up.
- _____ 8. Identify yourself to anyone you phone on business.
- _____ 9. A visitor with an appointment takes priority over a telephone caller.
- _____ 10. If a co-worker tells a racist joke, laugh so you don't hurt the teller's feelings.
- _____ 11. Leave a cell phone ringer on at all times so you don't miss any calls.
- _____ 12. It's acceptable to eat while talking on the phone.
- _____ 13. Never take a photo without getting permission from the person being photographed.
- _____ 14. Set up a private account for personal e-mail.

Role Play Exercise for Introductions

Prepare introductions for the following situations.

1. John Davis is a college student working for the summer at your company; Tom Burke is in accounting.
2. Pamela Barrett, a peer in your company; Peter Kahlcr, a peer in another company.
3. Your sister, Laura Shea; Ann Thompson, widow of the company founder, Timothy Thompson.
4. Jeff Andres is a manufacturer's representative with your company. Jack Parks is a customer of your company.
5. Brittney Rogers is a manager with your company. You cannot remember the name of the other person.

Suggested Introductions for Role Play

1. *Tom Burke, this is John Davis, a college student working for the company this summer. Tom is an auditor in our accounting department, John.*

Explanation: Introduce a person lower in rank to a more senior person. You can do this by putting the senior person's name first. Explain who people are when introducing them.

2. *Peter Kahler, this is Pamela Barrett, our southwest sales representative. Pete is in sales with Dunn Systems, Pam.*

Explanation: Introduce a peer in your company to a peer in another company.

3. *Mrs. Thompson, may I present my sister, Laura Shea. Laura, this is Ann Thompson. Her late husband Timothy founded Light Communications and she's very involved in city causes.*

Explanation: When introducing a widow, give both her given and her husband's names. Use the widow's first name if you think it is appropriate.

4. *Jack Parks, this is Jeff Andres, a manufacturer's "rep" with our company. Jack is a buyer for Southeastern University, Jeff.*

Explanation: Introduce a co-worker to a customer or client. Do this by putting the client's name first.

5. *This is Brittney Rogers, a manager here. I'm sorry-- I know your name so well but I've blanked it out.*

Explanation: Neglecting to make an introduction is a more serious social gaffe than forgetting a name. Admit the memory lapse; it happens to everyone.

Manners at Work Summary

Introductions

- Always introduce people who have not met, even if you forget names and blank out on the proper procedure.
- When introducing a person outside the company to an employee, begin with the visitor first.
- Introduce a lower ranking person to a high ranking person, using the name of the higher ranking person first.
- Providing additional information in an introduction helps put others at ease.
- Respond to an introduction by saying Hello, or “I’m happy to meet you.” Say “How do you do” in more formal situations.

Handshakes

- Business meetings with people from outside the company begin and conclude with a handshake.
- A well-mannered handshake is firm, but not bone crushing.
- If seated, stand up for introductions and handshakes.

Appointments

- If you are delayed, notify the other person.
- The person hosting a meeting helps visitors off with coats and opens doors for them.
- Conversational small talk is appropriate before and after a meeting, but not during it.
- Avoid interruptions if possible.

Cubicle Courtesy

- Treat a cubicle as a private workspace, like an office with a door and walls.
- Never yell at a worker in a nearby area. Phone, send an e-mail, or walk to his workstation.
- Keep your volume low when working close to others.
- Practice personal hygiene so you do not offend anyone. Keep fragrances to a minimum.
- Do not eat food with strong odors in a cubicle.

Co-worker Relationships

- Avoid sensitive and highly personal topics in conversations.
- Don’t tell or laugh at racist or demeaning jokes.
- Follow the company policy on dating co-workers.
- Saying “please, thank you,” and “excuse me” will smooth out communications with co-workers.

Electronic Communication

- If you dial a wrong number, apologize; don't just hang up.
- Identify yourself to anyone you call.
- Don't eat while talking on the phone.
- Don't use cell phones where you force others to listen.
- A person with an appointment has priority over a caller.
- Wait to enter an office when someone is on the phone.
- Speak distinctly when leaving a voicemail.
- Set up a private account for personal e-mail.

Answers to Pretest on Page Two

1. False

8. True

2. False

9. True

3. True

10. False

4. False

11. False

5. False

12. False

6. True

13. True

7. False

14. True