



CORPORATE ETIQUETTE

Calvin Nyachoti

Contents

1. Introduction
2. Basic corporate etiquette rules
3. Summary & Conclusion



What is corporate etiquette?



"I can never remember. Does the cell phone go on the left or the right?"

What is corporate etiquette?

- Collins Dictionary – a conventional but unwritten rule of practice followed by members of any certain profession or group.

Importance

1. Making others feel comfortable
 2. Building rapport
- Due to the wide cast of corporate etiquette set by different regions, there are a few basic rules that apply across the board.

Punctuality



"I'm sending out thank-you cards for our party; some thanks for coming and some thanks for leaving."

What are basic corporate etiquette rules?

Punctuality

- ❖ Observe the rule ‘five minutes early is late’.
- ❖ Always endeavour to honour your commitments in a timely manner.
- ❖ Be prepared for the meeting/event.
- ❖ Also leave as soon as the meeting is over

Phone etiquette



"I can never remember. Does the cell phone go on the left or the right?"

Phone etiquette

- ❖ Ensure your phone is on “vibrate” or “silent” mode while at meetings
- ❖ Avoid checking, picking “working the phone” during meetings.
- ❖ If you must answer your phone, excuse yourself first.

Communication

- ❖ Keep everyone involved in a project in the loop - avoid looking unnecessary surprises. It is unprofessional.
- ❖ Proof read all written communications. Ensure your email signatures are correct and clear including contact information.
- ❖ Be an attentive listener – listen quietly and do not interrupt when someone else is talking. Listen to understand. Not to respond.
- ❖ Always Introduce/re-introduce people, paying attention to ranks - You might add the person's role at your company/meeting and what they do.



Maya Angelou

*"I've learned that
people will forget
what you said, people
will forget what you
did, but people will
never forget how you
made them feel."*

Appropriate dressing

- ❖ The adage, “Dress for the job you want, not the job you have,” is a good rule to follow.
- ❖ Ensure that you have a good understanding of the meeting’s or profession’s dress code.
- ❖ Explain what you mean by “business casual” or “smart casual” etc. with examples of appropriate attire for men and women when holding company events.
- ❖ Map your course of action when attending a meeting where the dress code is unclear.

General tidiness

- ❖ Ensure your immediate workplace is clean, tidy and well-organized.
- ❖ Always practice good hygiene.

Non-verbal communication

- ❖ A good, well-timed handshake to pair with your smile is a sure way to stand out (be conscious of cultural norms).
- ❖ Monitor your pitch and tone when addressing people in. a meeting - stay calm and think rationally.
- ❖ In meetings, address each other through the Chairman
- ❖ When it doubt, just don't touch - avoid personal touch and acts of affection.
- ❖ Always strive to maintain good posture and open body language.

Solicit feedback

- ❖ This is a great way to increase your awareness of your own behaviour and allow for improvement.
- ❖ Identify common trends and take them as constructive criticisms.

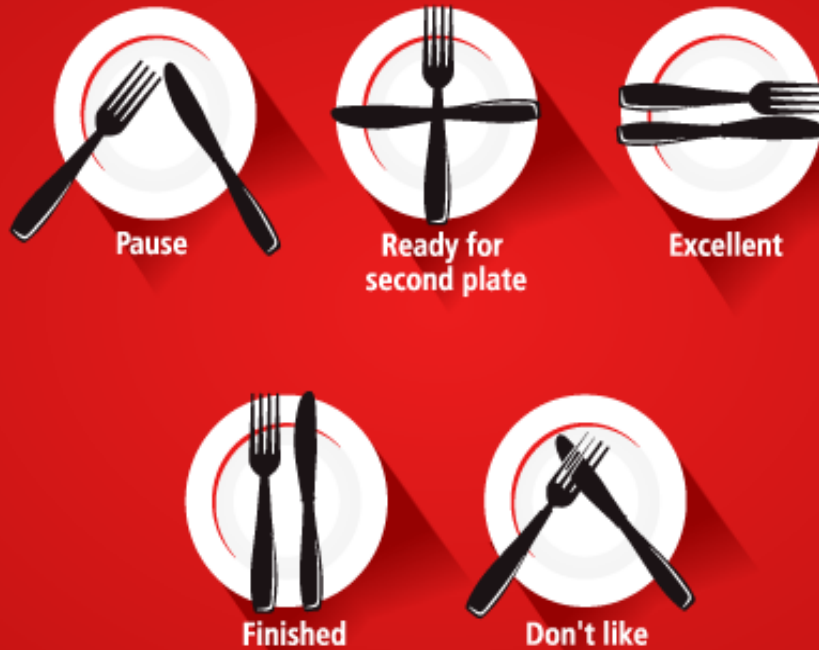
Respect

- ❖ Know people's names.
- ❖ Give respect to everyone and treat everyone equally; remember your 'please' and 'thank you's'.
- ❖ Allow everyone to be heard and give credit where it is due.
- ❖ Create a culture of praise – it increases productivity and eventually improves the general image of the company.

Office grapevine

- ❖ As an executive, If you're going to talk about colleagues, emphasize their strong points instead of the negative.
- ❖ In fact, give criticism privately and praise publicly
- ❖ Be mindful that you are in a diverse environment with people you do not know on a personal level. Remember to respect the privacy and personal space of others.

Corporate dining



How to Show
Respect to Your
Dining Partners

Corporate dining

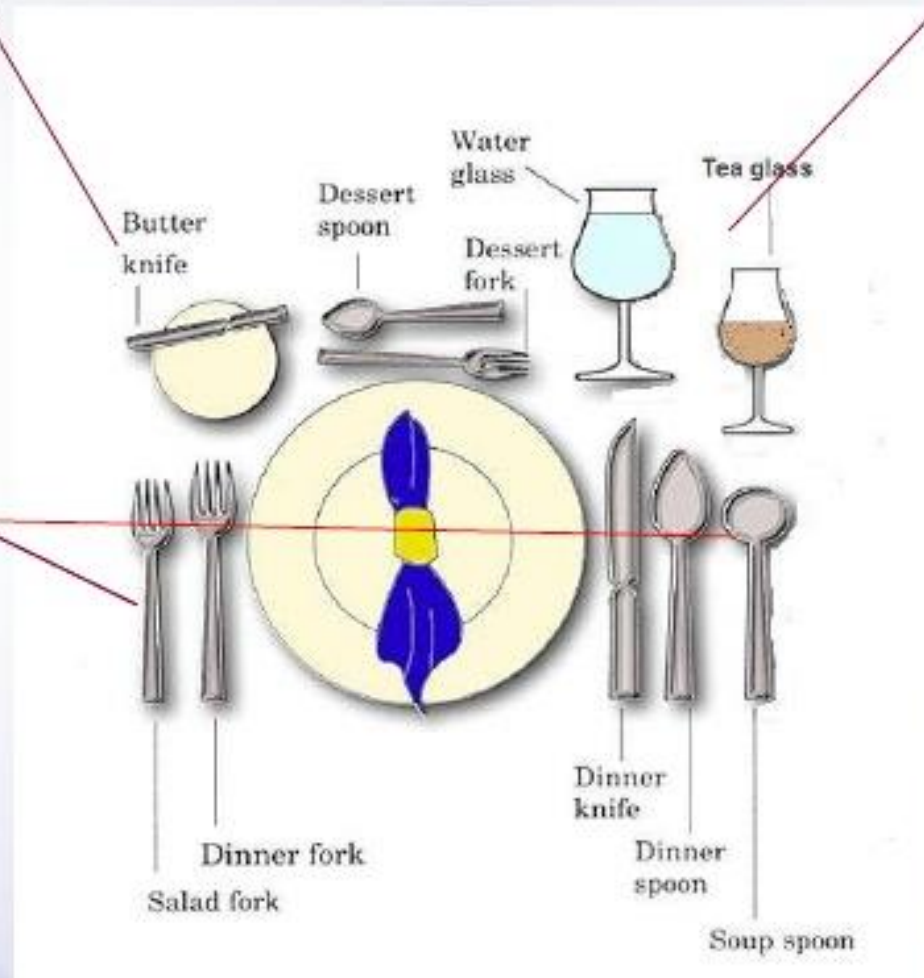
- ❖ It is important to remember that you're still a representative of your company – in every situation!
- ❖ Always be kind to the wait staff no matter what.
- ❖ Consume modestly – do not overindulge in food/alcohol.
- ❖ Learn the proper etiquette for dining tools and manners.

Proper Starting Position

Bread/roll on your left

Liquids on your right

Use your utensils from the outside in



Summary & Conclusion

- As an executive, it is paramount to be aware of your actions and how they can leave an impression on both business partners, co-workers and subordinates.
- When you build a culture of respect, you greatly enhance the possibility of achieving individual respect and long-term profitability for your organization.
- Style and grace will give you a competitive edge. You will be viewed as more 'professional'.