

Business etiquette



2017

ALWAYS SAY YOUR FULL NAME

In a business situation, you should use your full name. If your name is too long or difficult to pronounce, you should consider changing or shortening it. Or you should consider writing down the pronunciation of your name on a business card and giving it to others.



KNOW THE NAMES

Give others respect by knowing their names which will increase good will and communication. It is also worth management stepping back and acknowledging people individually for their good work as this will enhance their self esteem and increase motivation.

OBSERVE THE 'ELEVATOR RULE'

Be mindful of saying appropriate things at a client meeting. Don't start discussing business with a client as soon as you step out of the lift. By doing so, you avoid the risk of damaging your reputation.

NEGOTIATION



ALWAYS STAND WHEN YOU'RE BEING INTRODUCED TO SOMEONE.

"Standing helps establish your presence. You make it easy for others to ignore you if you don't stand. If you are caught off guard and cannot rise, you should lean forward to indicate that you would stand, if you could."



SENSITIVITY & DIPLOMACY

A key pillar of business etiquette is sensitivity, meaning giving careful thought to every business aspect before making a judgment. This gives a strong foundation to your business. Also, thoughtless words and actions lead to a negative outcome. Being aware of business etiquette encourages careful thought.



KEEP YOUR FINGERS TOGETHER WHEN YOU POINT.

"Point with an open palm, and keep your fingers together. If you point with your index finger, it appears aggressive. Both men and women point, but women have a tendency to do it more than men."



ONLY SAY "THANK YOU" ONCE OR TWICE DURING A CONVERSATION.

"You need to say it only once or twice within a conversation. Otherwise, you may dilute its impact and possibly make yourself seem somewhat helpless and needy."



FOCUS ON THE FACE, NOT THE SCREEN

Never forget to switch off your phone and try not to use any other device just to prove you are a multitasking individual. In fact, in the world of business this is considered bad manners. Concentrate on the meeting and listen to what people are saying.



DON'T CROSS YOUR LEGS.

Both men and women do it, but it can be distracting and even too sexy for a professional setting.

"The bottom line, however, is health related: crossing your legs is bad for your circulation because it increases the pressure on your veins."



NEVER PULL OUT SOMEONE'S CHAIR FOR THEM

It's OK to hold open a door for your guest, but you shouldn't pull someone's chair out for them regardless of gender. In a business setting, you should leave those social gender rules behind.

"Both men and women can pull out their own chairs."



THE HOST SHOULD ALWAYS PAY.

"If you did the inviting, you are the host, and you should pay the bill, regardless of gender. What if a male guest wants to pay? A woman does have some choices. She can say, 'Oh, it's not me; it is the firm that is paying.' Or she can excuse herself from the table and pay the bill away from the guests. This option works for men as well, and it is a very refined way to pay a bill."

"However, the bottom line is that you don't want to fight over a bill. If a male guest insists on paying despite a female host's best efforts, let him pay."

PREPARE A POLITE EXIT

You need to be the one talking as you're making the exit. "Remember to leave when you are talking. At that point, you are in control, and it is a much smoother exit."

You should also have "exit lines" prepared in case you need to leave a conversation. You can say "Nice to meet you" or "Nice talking to you" or "See you next week at the meeting."

You can also excuse yourself for a bathroom break, to get food, or say you wanted to catch someone before they leave.



THE END!