

Quick Guide: Business Etiquette

Working with others in the office requires good business etiquette. To succeed in business you need to be aware of the impression you create and how you behave. Keep these ten golden rules in mind so you always portray a professional image:

- 1. Good manners are a must.** Saying 'please' and 'thank you' never go out of style. Common courtesy towards others should be second nature.
- 2. Dress appropriately.** If you are uncertain of what to wear, it is always better to err on the conservative side.
- 3. Greet colleagues in a friendly way.** Always be enthusiastic and positive – nobody likes a moaner or a grump around the office!
- 4. Be considerate of others' needs.** For example, if you use the last sheet of paper in the copier, re-fill it or arrange for it to be done.
- 5. Be on time for meetings,** or better still, be a little early. Allow enough time for the meeting so you won't be concerned about another place you have to be.
- 6. Prepare yourself for meetings** knowing what you want to contribute and preparing information that you may be asked about. Arrive prepared to participate in discussions and activities.
- 7.** When you arrive at a meeting, **glance around the room and acknowledge other attendees.** Familiarise yourself with colleagues and managers. Try to put names to faces if you've met previously and try to remember people's names who have been newly introduced to you.
- 8. Live without texts, mobiles and emails** for the meeting. It is good etiquette to present the attitude that the meeting is the most important thing on your agenda right now. Let your colleagues know you are in a meeting and when you will return. Change your voicemail and 'out of office' messages to reflect this.
- 9.** When you speak at a meeting, or any other time, **be clear, concise and stay on the subject.** Don't be afraid to present your point of view, but always respect the point of view of others.
- 10.** Finally, a good maxim to live by: '**Do unto others as you would have done unto you**' and you won't go far wrong.

Compiled by Judith Di-Castri