Business Etiquette: The World of Work

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Conventional requirements as to social behavior; proprieties of conduct as established in any class or community

A prescribed or accepted code of usage in matters of ceremony

The code of ethical behavior regarding professional practice

Rules governing socially acceptable behavior
• People work with other people

• We want to do business with people we know, like, trust, and respect

• Relationships are hard work and demand attention
Form Relationships

- Make a positive and genuine connection to your co-workers and business associates

- Ask, “How are you?” and really mean it. Ask about family, friends, hobbies, vacations

- Remember details

- Maintain eye contact

- Keep your language “G” rated

- Bring treats to the break room

- Join in office activities, fundraisers, and events

- Send thank you notes or letters
“Small Talk”

- Hone your small talk skills so you’re comfortable and confident enough to approach a stranger

- Know what’s going on in the industry. You want to be able to talk the talk.

- Know what’s going on in your community, your state and beyond. Be able to give opinions and ask informed questions.

- Ask people what *they* think about current issues, or even better, ask them about themselves
Create a Business Image

- That first visual impression is incredibly important, as it not only lasts, but can skew any further impression you make.
Dress

- Dress for success!
- Dress for the job you want
- Err on the formal/conservative side
- Dress as your boss does
Gentlemen

- **Formal:**
  - Dark Suit
  - light shirt
  - strong tie
  - dress shoes

- **Business Casual:**
  - Same as a suit, but no jacket
  - Dress pants and button down
  - Fine casual pants and polo
  - Good shoes
Ladies

- Same as the gentlemen, sans tie
- Dresses are a tough call:
  - Must be formal and conservative
  - Cover arms and neckline
  - Knee length
  - Wear stockings
  - Nice shoes
Accessories

- Dress watch
- Quality handbag/briefcase
- Long trench and wool coat
- Leather gloves
- Classic umbrella
- Good shoes!
Personal Grooming

- Impeccably clean
- Conservative hair cut or hair style
- Purposeful facial hair
- Make-up to enhance not hide
- Tatoos and piercings should be concealed until you are aware of the company culture
Posture, Body Language and Spoken Language

- Show confidence, attentiveness, and enthusiasm through excellent posture
- Present a positive, open, and friendly expression – Smile often!
- Maintain respectful eye contact
- Proper standard English until our cultural expectations change
- “G” rated – even if profanity is being used around you
Little Things DO matter

- Handshake
- Introduction
- Thank You
- Phone
- Cell Phone
- E-mail
You’re invited to a meeting

- You’re the guest, so take the host’s lead
- Wait to be invited to sit
- Be prepared
- Show your attentiveness through your posture and participation
You’ve been invited to lunch or dinner

- Dress to impress
- Again, follow your host’s lead
- Wait to be invited to sit
- Avoid alcohol
- Order food that is easily negotiable with a fork and knife
- Order middle of the road pricewise
You’re hosting a lunch or dinner guest

- Provide as much information as possible when the invitation is offered
- Make prior arrangements for payment
- Nurture your personal/social relationship during dinner
- Wait till dessert and/or coffee to discuss business
The Party or Social Outing

- Don’t let the casual setting lull you into a level of unprofessionalism in behavior, consumption, or dress
- Participate enthusiastically
- Use this opportunity to meet people you don’t know
- Be sure to send a handwritten thank you note to your host(s) within 24 hours