

TITLE**Business Manners and Etiquette****Length**

Variable

Essential Skills

Oral Communication, Working with Others, Continuous Learning

Prerequisites

None

Course Description

Every workplace has its own unique characteristics in terms of the employer(s), employees, products, company culture, services, etc. However, common to all workplaces are a variety of accepted and expected behaviours, many involving interactions with other people. Knowledge and performance of these accepted and expected behaviours can have a profound impact on success in the workplace.

These behaviours are also considered appropriate in social interactions in general, and belong to a category of behaviours referred to as manners and etiquette.

In this course on Business Manners and Etiquette, participants will:

1. Explore the concepts of manners and etiquette in mainstream culture.
2. Describe social manners and etiquette.
3. Describe business manners and etiquette.

Skill Statement

Learn accepted and expected behaviour in a business context.

Implementing Environment**Skill Component 1: Explore concepts of manners and etiquette in mainstream culture.****Performance Criteria**

- 1.1 Describe the concepts of manners and etiquette.
- 1.2 Discuss the value and role of manners and etiquette in both personal and work lives.
- 1.3 Explore the concepts of manners and etiquette in other cultures.

Skill Component 2: Describe social manners and etiquette.**Performance Criteria**

- 2.1 Demonstrate proper introductions between people.
- 2.2 Discuss proper table manners.
- 2.3 Discuss similarities and differences in social manners and etiquette in mainstream cultures and First Nations cultures

Skill Component 3: Describe business manners and etiquette.**Performance Criteria**

- 3.1 Demonstrate business manners and etiquette.
- 3.2 Provide examples of good and poor business manners and etiquette.
- 3.3 Provide examples of the impact of body language and wardrobe in the workplace.
- 3.4 Provide examples of the impact of body language and wardrobe during a job interview.
- 3.5 Discuss similarities and differences in business manners and etiquette in mainstream cultures and First Nations cultures.

Course 19: Resources/Content

1 Lesson Plan: Manners and Business Etiquette 19/5
 2. Backgrounder: Manners and Business Etiquette 19/7
 3, Interview Manners Checklist 19/14
 4. Lesson Plan: Dress for Success 19/19
 5. Dress for Success Checklist 19/20

Lesson Plan

MANNERS AND

BUSINESS ETIQUETTE

The more you understand, the more you will trust and the less you will fear.

Ojibway

Objective:

To strengthen participants' manners and business etiquette by taking part in relevant role plays.

Two hours.

Materials:

2 chairs in the middle of the room, plus several copies of the *Interview Manners Checklist*,

Instructions:

1. Start an initial discussion concerning the manners and their importance to the working world. You may want people to contribute examples of how manners played a role in past working situations.
2. Using the *Interview Manners Checklist* discuss the importance of both the verbal as well as the nonverbal communication. Remind the participants that we communicate over half our messages by nonverbal communication.
3. Present the scenario that in a few minutes they will be dropping off their resumes to a prospective employer's personnel manager. Tell them that this scenario requires a 5 to 10 minute brief interview, part of which is to introduce themselves to the manager, give him/her their resume as asked for in the advertisement, and ask him/her when the interviews are to be held.

MANNERS AND BUSINESS ETIQUETTE

A lot of tribes don't have a word for "art" in their language because it is so much a part of their culture.

Elder

4. Have one of the participants take on the role of personnel manager, and ask for a volunteer to start the role-play off. The other participants should be attentive to the interview and evaluate the performance of the job applicant.
5. After each role-play, have all the group members provide feedback to the applicant using the two likes and a wish format. This should be a brief round, and do not allow participants to respond to the feedback until the entire group has shared.
6. Continue the process in the time remaining to allow all the group members an opportunity to participate in the role-play.

Backgrounder MANNERS AND BUSINESS ETIQUETTE

*The more you understand, the
more you will trust and the less
you will fear.*

Ojibway

Greetings and Introductions

- Men get introduced to women, young to old, lower level employee to higher level employee/boss. The lesser level is introduced to the higher level.
- Men stand to be introduced; women may remain seated in social situations, but should arise for business situations.
- Use full names and titles (such as Dr. or military positions) where they exist. Never presume to use a person's first name or nickname unless you are positive it's acceptable.

Remembering Names

- People love to hear their own name and to have their names remembered.
- Work at remembering those names by using them soon after you have heard them and doing a word or picture association to imprint the name in your mind.
- If you didn't hear it properly, ask to have it repeated or even spelled if it's an unusual name.

MANNERS AND BUSINESS ETIQUETTE

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Handshakes

- Put your hand out immediately for a handshake. It's not necessary to wait for the other person to do it first.
- A handshake should be firm but not too hard. Use the whole palm. Don't just shake by the fingers.

Small Talk

- To begin conversations, ask open-ended questions that are not intrusive into the other person's life or business.
- Spend time actively listening to the other person. Ask questions. Make comments so it shows you are listening.
- Make regular eye contact but not so you are staring and making the other person uncomfortable.

Practice....You are introducing....

- Your boss, Mrs. Paul, to your daughter Rhonda.
- Your friend, Nancy to your friends Junior and Mikey.
- Your mother to your boss Mr. Perley.
- A client from the business to your boss Ms. Augustine.
- A new employee to your boss Mr. Kennedy.
- A new employee David, to a new employee Lizette.
- A new person you just met but whose name you forgot to your friend Barbara, who just joined you at a party.
- Yourself to someone you've never met before at a social gathering.

MANNERS AND BUSINESS ETIQUETTE

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Memory Games to Remember Names

- Picture images from physical features.
- Picture images created from the name itself.

Telephone

- Answer as quickly as possible with a positive attitude.
- Enunciate your words clearly. Speak up and don't slur.
- Be courteous and professional.
- Avoid slang and improper English.
- Request a name when passing on a call to give the person receiving the call fair warning:

May I ask who's calling? is much better than *Who is this?* or *Who am I speaking to?*

- When making a call, identify yourself to the person who answers, never assume they know your voice:

Hello, this is Jackie Ward, may I speak to Ms. Bosley please.

- Personal calls during business hours should be kept to a minimum.
- When placing people on hold, don't leave them there without regular acknowledgment; ask them if they wish to continue holding or would they prefer to leave a message.

MANNERS AND BUSINESS ETIQUETTE

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Elder

- Never put someone on speakerphone without first letting them know.
- Allow the customer to hang up first.

Body Language/Posture/Dress Code

- The way you look. The way you dress. The way you are groomed and your posture telegraphs the overall perception of you—your attitude towards others, the way you feel, the way you think, well in advance of you opening your mouth.
- You are always an ambassador, be it for your place of employment, your own business, or for you, yourself. You never know when you will meet someone who can make a difference to you at some point in your life.
- Dress appropriately for the occasion. Err on the side of conservative and neat. For women, evening wear (such as satin with frills) is never appropriate, even if there is an office party following the workday. Avoid anything too *sexy*.
- Being clean and well groomed matters more than the clothes you wear. Unless you're away from civilization, with no water or soap, there is no excuse for being dirty and unkempt.
- Stand and sit tall. Be comfortable without being stiff.
- Make good eye contact. A lot of communication happens with the eyes.

MANNERS AND BUSINESS ETIQUETTE

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- Practice a good firm handshake.
- Avoid annoying habits when sitting, like chewing or tapping a pencil, twirling hair, looking at your watch.
- Walk decisively. Even if you don't have a particular destination, pretend you do.
- Be aware of each person's territorial space and respect it. If someone moves back from you while you are speaking with them, you're probably standing too close and coming on too strong.

Arrival Time

- Arrive no more than ten minutes early for an interview or meeting, so there is no awkward time wondering what to do. Never arrive late.
- Never arrive early for a social event at someone's home. Ten minutes late is the appropriate arrival time. Give people time to put the vacuum cleaner away.

Eating Etiquette

- Napkin should be placed on the lap.
- Forks are on the left, knives and spoons on the right. If there is cutlery above your plate, it is meant for dessert.

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- Take cutlery from the outside towards the inside, as it should have been placed in the order of the dishes being served.
- The side plate is on your upper left side, glass(es) on your upper right side.
- Hold the fork in your left hand and the knife in your right to cut things up.
- Cut only one piece at a time. Eat it before cutting more.
- Don't butter a whole piece of bread or bun all at once. Break one piece off at a time and butter as you go.
- Be especially careful about what you order during a business lunch or dinner meeting. Avoid sloppy things (spaghetti or drippy dressings). When you are nervous or under stress you can be sure that the sauce will end up on your front!
- Avoid alcohol at an interview lunch—even if a drink is offered and even if the interviewer is having a beer.
- Unless something is right in front of you, ask for it to be passed rather than reaching for it yourself.
- If you are unsure which utensil to use, watch the host(ess).
- To signal you are finished, place the knife and fork together at six o'clock.
- Partake in the conversation but never speak with your mouth full of food.
- Remember to make small talk.

MANNERS AND BUSINESS ETIQUETTE

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- Time your eating so that you finish at the same time as everyone else.
- Find something flattering to say about the dinner even if you don't like it.

Thank yous

- Thank you notes are always a good idea.
- Thank you notes should be personal, handwritten, sincere.
- Get in the habit of thank-yous—for interviews, dinner parties, favours, gifts.
- A telephone call or quick email is an acceptable thank you for more casual occasions.

Exercises

- Write a thank you note for a job interview. The interviewer took you on a tour of the business, spent quite a bit of time with you. It felt positive, but you didn't get the job
- Write a thank you note for the surprise birthday party your best friend prepared for you.
- Write a thank you note to your partner for something special she/he did for you last weekend.

INTERVIEW MANNERS CHECKLIST



Candidate _____

Verbal Communication Skills:	Great	OK	Didn't See
<input type="checkbox"/> Introduces him/herself			
<input type="checkbox"/> Describes strengths, skills and abilities			
<input type="checkbox"/> Responds to questions appropriately			
<input type="checkbox"/> Asks questions about organization			
<input type="checkbox"/> States appreciation for interview			
<input type="checkbox"/> Thanks interviewer			

Non-Verbal Communication Skills:	Great	OK	Didn't See
<input type="checkbox"/> Shakes hand with interviewer			
<input type="checkbox"/> Smiles attentively upon greeting			
<input type="checkbox"/> Appropriate eye contact			
<input type="checkbox"/> Sits down only when asked, sit close to the interviewer			
<input type="checkbox"/> Comfortable and expressive gestures – not nervous			
<input type="checkbox"/> Attentive body posture			
<input type="checkbox"/> Appropriate voice tone			
<input type="checkbox"/> Ease and comfort in seating and standing position			
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Lesson Plan

DRESS FOR SUCCESS

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Ojibway

Objective:

To explore the impact of wardrobe and grooming on success in the workplace.

Time:

Variable

Materials:

None

Instructions:

1. Start the group off with a brief introduction about how our visual impression—clothing and grooming—create a powerful first impression. Many employers form their impression of a candidate within the first ten seconds of an interview.
2. Have a discussion about the visual statement each participant is making with the clothes they are wearing now. Ask what type of job that look could be considered for. Since most participants will be dressed informally, obvious conclusions can be made.
3. Discuss the need to dress for the position and possibly even dressing one up from the position. What does this mean for job candidates? What does this mean in terms of the dress requirements for their chosen profession? How would one get this information? (some research of a job site would be required).
4. Present the *Dress for Success* checklist and allow for a brief discussion.
5. Instruct the participants to dress up for the following day, as they would for a job interview in their chosen field of work.
6. The next day, have the group comment on the difference in the visual presentation of its members. Allow for a go-around, and have each person describe the type of job they are shooting for, the dress requirements necessary, and why they chose the items they are wearing. Then have the group members provide some brief feedback to that participant about their relative success. Choose two likes and a wish as a tool to structure feedback to each candidate.

DRESS FOR SUCCESS

CHECKLIST

Clothing

- Dress “one position up” for the job you are applying for.
- Be appropriate in your choice of clothes. If in doubt, go conservative.
- Ensure that your clothes are neat and pressed.
- Shoes should be clean and polished

Accessories

- Wear minimal jewellery.
- Carry a suitable carrying case (portfolio, clipboard, or brief case) for your resume, portfolio items, pen and writing paper.

Grooming

- Hair must be clean and properly cut. Men should be freshly shaved or their beard neatly trimmed.
- Go easy on the aftershave and/or perfume.
- Fingernails must be clean.
- Women should be conservative with make-up and nailpolish

The Day of the Interview

- Be clean. Bathe and use deodorant.
- Brush your teeth. Use mouthwash. Avoid foods that will leave you with bad breath
- Don't drink any alcohol before the interview!
- Look in the mirror to confirm all the above! Get a friend to check you over.