

Workplace Etiquette



Training Objectives

- Customer service
- Phone etiquette
- E-mail etiquette
- Business dress
- Office space etiquette
- Professional conduct

Workplace Etiquette

“The conduct or procedure required by good breeding or authority to be observed in social or official life.”



Customer Focus

“More business is lost every year through neglect, than through any other cause.”

- Jim Cathcart

- Let the customer vent
- Ask the customer to identify the solution
- If you don't know, find out

Internal & External Customers

- Who are they?
- Either way, they are still a customer
- The goal is still to provide quality service in a friendly and timely manner
- Remember: never let them see you sweat

The Customer Is Always Right

- Do not take comments or insults personally
- Never interrupt the customer
- Show empathy
- Stay focused
- Take responsibility
- Patience really is a virtue
- Remember the “Golden Rule”
- Ease their pain

The Golden Rule & Beyond First Advantage®

"Tzu-kung asked, 'Is there a single word which can be a guide to conduct throughout one's life?' The Master said, 'It is perhaps the word "shu." Do not impose on others what you yourself do not desire.'" - Confucius

- Be considerate
- Practice protocol
- Be friendly
- Practice professionalism

When The Customer Is Not Right First Advantage®

- **DO NOT** attempt to negotiate when someone becomes abusive
- **DO NOT** get into a power struggle
- **DO** walk away from the situation
- **DO** report the situation to your supervisor

Phone Etiquette: First Advantage®

Hello, Is Anyone There?

- **DO NOT** eat while you are on the phone
- **DO NOT** put someone on speakerphone
- **DO** be careful with cell phone use
- **DO NOT** talk to others while you are on the phone

Phone Etiquette: First Advantage®

Hello, Is Anyone There?

- **DO NOT** say anything that you don't want the caller to hear
- **DO NOT** answer the phone if you are not prepared
- **DO NOT** answer calls when you have someone in your office or in a meeting.
- **DO NOT** leave your cell phone on when you are in a meeting

Phone Etiquette: First Advantage®

"How May I Help You?"

- **DO** answer using your name, title and ask how you can help
- **DO** always leave your phone number, and speak *slowly*
- **DO** leave a short, detailed message
- **DO** take the name and number of a caller you are transferring in case you are disconnected

Phone Etiquette: First Advantage®

"How May I Help You?"

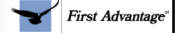
- **DO** return calls in a timely manner
- **DO** say you will call back if you need to calm down, get an answer, think it over
- **DO** keep your voice mail message current and professional
- **DO** smile when you answer the phone

E-Mail "Netiquette"



- Subject line should be short and specific
- Avoid jargon and abbreviations - lol, :)
- Use short paragraphs
- Read for content and grammar before sending
- Be consistent with format
- Think before you hit "send"

Dress Code



- What you wear says something about who you are as an employee
- It's OK to be relaxed but not OK to be unprofessional
- Accessories make the man, or woman but easy does it
- Remember the details
- Consider your activity

Hey, Get Out Of My Space



- Don't interrupt
- Ask permission
- Don't touch
- Cubicles do have walls

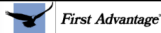


Hello, My Name Is...



- Always introduce yourself
- Know how to talk shop
- People are always interested in themselves- just ask them
- Consider taking a public speaking course or an introduction to acting class

Resources



- The Complete Idiot's Guide to Business Etiquette by Mary Mitchell with John Corr
- Business Etiquette 101: 101 Ways To Conduct Business with Charm and Savvy
- www.etiquettesource.com
- www.eticon.com
- www.theanswer.com

Your EAP Can Help



Available
24-hours a day
7 days a week

Call First Advantage
800.935.9551



- Confidential
- No cost to employee
- Professional