WORKPLACE ETIQUETTE

Abstract

Interpersonal skills are characteristics that help persons to figure out what inspires others and how they apply their knowledge to obtain the greatest results. The major concern of this article is to raise awareness of interpersonal skills in everyday life among the working professionals. This article focuses on various parameters, qualities that the working professionals should be able to imbibe so as to work effectively. The article also discusses about the Do's and Don'ts in any workplace for good etiquette

Keywords: Interpersonal skills, Etiquette, Work ethics, Positive Attitude, Collaboration.

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I. INTRODUCTION

Etiquette matters everywhere around and in all situations and places. For example when it comes to education/work place/professional setting in an office or other professional setting, we need to interact to other persons like co-workers, guides, supervisors, or third party. This often have a mild influence like the saying "First impression is the Best impression" and might influence the trajectory of your work place/Job.

Some people's behaviour and actions affect the work as they don't understand the simple line of deviation between professional and personal work. They apply the same rules everywhere and mix up both. Because of that they may face negative impacts in career. More over workplace etiquette cannot be inherited or learnt automatically. It can only be understood with continuous interaction, understanding others point of view and listen to others with patience thus helps the persons to perform effective communication, and demonstrate to assure in ethical work as a result of these skills [6].

II. BASIC REQUIREMENTS OF WORK ETIQUETTE

1. **Positive attitude:** Maintain proper posture, stand tall and maintain perfect eye contact, looking towards the concerned while they speak, and smirk sincere towards them. Stick to the proper dress code and make sure your wearable things such as jewelleries, bands and bags etc., are appropriate to attend the office. Likewise, make an effort to show politeness and courtesy, as well as arriving on time. It is sometimes very critical to maintain a positive attitude in some adverse situations. For, example, in office, maintaining positivity with a smile on the face in all the situations is a critical task. One of the most important aspect from the first day of joining the work place is to avoid speaking anything wrong or irrelevant about your colleague or past employer, even though you feel strong try to balance the wrong situation in right way. Positive mind set employees are more likely to treat others too in positive manner and generates a harmonious environment around them.

2. **Listening:** Even the most gifted speakers must pay attention. Disappointment and disagreements to listen carefully can have serious implications, fluctuating from vanishing to carry out a higher authorities orders to failing to fulfil one's request. Listening towards your peers is so important else you cannot interpret what they said and respond properly. Listening helps a person to understand more effectively. Most skilled speakers have the habit of paying close attention to what is being said. Catastrophe to listen judiciously can have worse implications, ranging from failing to follow a manager's directions to failing to fulfil a customer's request. You can't interpret what's been said or reply effectively if you don't listen.

3. **Collaboration and teamwork:** Collaboration with a team and working collectively would help understand the work better and would definitely give efficient results for the company/institution. The team members need to work together and go hand by hand and in turn help and appreciate one another. Successful employees work as a part of team that have a track record to compromise and collaborate successfully with others to produce fruitful outcomes. When it hails to job applications, communication ability – especially in difficult situations – is a huge plus. Present yourself in a good light and express your

thoughts/desire to work as part of in a team. Proper allocation of work to the team members depending on their work ability is the job of the team leader. It should be carefully allotted and continuous appraisal of the work at regular time intervals is necessary [7].

4. **Relationship management:** Maintaining good relationship between peers is a huge task to create effective/ good relationships, but it's quite difficult to manage accordingly. It's an excellent respectable capacity in many of positions, from ground level to top level. At some point in your professional life, you should maintain healthy relationships with co-workers, peers, and users. Within any business context, the ability to manage good relationships is based on mutual respect and keeping faith on others is critical. Also, understanding the problems of others and maintaining good and healthy terms with the entire team helps to have a good bonding.

5. **Self-confidence:** Good Self confidence in any work place can open the doors and helps you to pay attention. Dealing the right situation and balancing the other factors in a positive and successful manner is crucial. If you are fresher or experienced employee searching for a job or a seasoned crew member aiming for a promotion, it's very critical to show self-confidence at every level of your career to be successful. People will perceive you favourably if you have greater self-confidence at work, and your views, ideas, and opinions will be treated more seriously. Self Confidence also permits you to deal more effectively with difficult situations and develop and achieve new goals. Even in education organizations, the students should develop self confidence [3].

6. **Body language:** Nonverbal communication is sometimes disregarded at work, but it is one of the most important aspects when you talk to others, during any presentation. The body language and gestures will be understood by all the listeners and create an impact on the future work. Keen Eye contact, posture, perfect tone of voice, and gestures all convey the attitude and approach to the situation, and facial expressions might tell how you are feeling [5].

7. **Work ethics:** Everything from how you show yourself to your appearance and how you treat others falls under this category. Respect is the next strand to consider. Workplaces demand that you work under duress at some point, and demonstrating grace under duress will gain you greater respect. Maintain your civility and poise no matter how close the deadline or how hot the situation becomes. Whether you are dealing with a critical customer or attempting to do a difficult project, show your best to respect other's viewpoint and recognise the value they bring to the project. Dependability is the final strand of a strong work ethic. Employers should know that they can rely on their office staff. This indicates your strong work ethic and commitment to the company if you are usually on time, properly prepared, and produce work when you say you will. Colleagues, customers, and management will appreciate the work and attitude that you can provide in an uncertain business environment [1]. It's difficult to build effective relationships, but maintaining those continuously is quite more difficult. This is a valuable talent in a variety of positions, from entry-level to management. At some point in your career, you will be expected to manage relationships with co-workers, partners, and clients. Within any business context, the ability to manage relationships based on mutual respect and trust is critical.

8. **Receptiveness to feedback:** Being receptive to feedback can help you grow as a person and as a professional. To take feedback into consideration, you must first listen to it. Don't think about what you're going to say; just pay attention to what's being said. Take note of nonverbal communication and body language, which can reveal subtle signals about what your colleague or manager isn't saying as well as what they are saying. Take what you've been told in stride and put it to good use to improve your performance and productivity.

   Employers are always on the lookout for employees that demonstrate their gratitude in the workplace. This could be as simple as expressing gratitude for someone's assistance with a project, a difficult customer, or a challenging scenario. Allowing colleagues, clients, partners, and managers to know that you value their knowledge and support is what appreciation is all about.

9. **Avoid gossip /snooping eavesdropping:** Snooping and gossiping are immature activities that shouldn't be encouraged at workplace. Spreading Rumours about co-workers is an unethical thing. People don't necessarily remember who started a rumour, but they do remember who spreads it. If you enter into a room and your co-workers don't seem to notice you, make a point of greeting them politely to avoid accidently listening in on their chat. Such activities is waste of time and spoils the healthy relations and work culture in the organizations.

10. **Put your cell phone away:** Now a days, digital gadgets are compulsory to be carried at workspace. Cell phones and other gadgets are most commonly used everywhere in educational institutions, organizations as it becomes pet peeve for many people. But the usage of gadgets and mobile phones should be restricted as they sometimes create lots of disturbance during execution of work. Using a cell phone during a academic meeting may be annoying to others and sometimes not to mention it makes you appear disorganised and inattentive. Put your cell phone aside while at work as a general rule. If you must take argent personal call, then take a step away from your workstation to avoid disturbing other co-workers. The mobiles must be kept in either silent mode or vibrating mode when any important activity or meeting is going on and be careful while using digital online tools and its pros and cons associated. [11,12]

11. **Good communication skills:** Effective communication is mandatory at any work place. Soft skills are very important for any kind of employee and at any organization. For example, a teacher should possess good communication skills for delivering the content effectively and engaging the classroom or during interaction with students in the class. Any sort of disturbance is to be avoided and also the entire session should be interesting. Teacher's duty is to teach the students community having different thinking approaches. To impart accordingly with the ability and fitness of the students a teacher need to adopt such skills of communication which motivate the students toward their learning process journey. Similarly, in any software organizations, the employees should be able to present their ideas in an effective manner and convince the customers or the buyers. Thus, communication plays a vital a role in all aspects [4].

12. **Be personable yet professional:** It often becomes necessary to work in teams and share many documents required for any assigned projects. Sometimes, there is necessity to

share confidential information also. In those cases ensure that proper permission is taken from the concerned departments. Sharing academic related information at work is vital, but when it comes to sharing of information regarding personal life, one has to be very cautious as some colleagues are broadminded and doesn't mind revealing their personal matters, while others prefer to keep their personal lives private. Respect people at all times, even if you are aware of their existence. If you need to talk to them about something, don't just walk in; knock or make your presence known, and always offer to meet later in the day if they are busy right now.

13. **Fitter your speech:** Work place is filled with huge challenges and stressful environment. Every person has different opinions, attitudes and versatile behaviour. But one need to work as a team with a common goal to reach the company's vision without any clashes. Easiest way to maintain a healthy environment is to understand what we are speaking and keep a control of the swords pelled from the mouth. There is saying called "Think before speak" and should give mutual respect to other persons. Never argue for foolish things and try to balance the situations if possible never make arguments personal. Don't forget to apologize in words, whenever required. It a understood fact that, the words hurt more that the deeds sometimes and the word expelled from any one is like the arrow shot from a bow, which cannot be taken back.

14. **Avoid groups:** Sometimes, we come across few people who maintain groups and try to create disturbances in work place. Also, few people are inclined towards religions, caste etc. Such people should be warned and avoided. Work has nothing to do with caste and creed. All the persons at work place should have equal responsibilities and opportunities based on their nature of work. Such type of people spoil the whole work culture.

15. **Respect women employees:** Now a days, most of the organizations have at least 30 percent women employees. While working with employees, especially women employees, there is a minimum etiquette to be followed. Respecting them, maintaining proper distance while talking to them, maintaining proper eye contact with them, listening to their views and ideas, listening to their problems, avoiding late night work with them etc. In any emergency situations, ensuring their safety and security also.

16. **Don't dos at the office:** Below are some of the major concerns which should be avoided and may impact at Office are as follows [2]:

    - Never do personal conversations at your desk
    - Don't hesitate to ask questions
    - Avoid gossip about peers or your Boss
    - Never use emojis or exclamations in mailing higher authorities.
    - Be a Flexible rather than a rigid person.
    - Don't keep your ear buds are plugged to computer/ cell phone all the times
    - Be open minded
    - Always keep a smile on your face
    - Making mistakes are ok but learn lessons from mistakes and never repeat.
    - Avoid Arguments with colleagues and higher authorities
    - Maintain Punctuality and stick on to the timelines as far as possible.

III. CONCLUSION

Overall, Work space etiquette matters everywhere and is one of a sensitive subject for personal and professional success. It cannot be learnt or adapted instantly but requires continuous effort and patience.

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