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Communication Concepts ●●● Connecting People

Top 10 Workplace Etiquette Tips

1. **Always ask permission to spend someone else's time** when you contact them by phone or in person, without an appointment or by surprise. By telephone, try saying, "Hi Bob, it's Susan, is this a good time to talk?"
2. **Return a phone call or email within the same day**, if possible, but certainly no later than one day after the call. If you are out of the office for an extended period and do not plan to check voicemail or email, change your voice message and/or use auto-reply on emails.
3. **Resist holding an offense against another person** or picking up other people's offenses. Start by assuming that the motivation of others is basically good and avoid gossip.
4. **Identify yourself and your organization** when you call someone or answer the phone. This gesture helps save time for both parties.
5. **Assume formality with someone's name** unless told otherwise. Remember: Military personnel remain sensitive to rank and should be properly addressed to show respect.
6. **Say "thank you" promptly** and sincerely when given a compliment or a gift. Respond to small gestures of kindness on your behalf.
7. **Connect with team members** in the field. Call them up and ask if there is anything you could do to make life "on the road" easier. Often the traveling member is spending a great deal of time alone and appreciates the gesture.
8. **Handwrite a thank you note.** You can even use company stationary and handwrite the note. Second best would be to type the thank you and mail it (postal, that is). An email thank you is third best.
9. **Make introductions confidently.** When you are having a conversation and someone new approaches, turn to the new person, acknowledge them enthusiastically, ask their name and then introduce yourself and your current party. Don't get hung up on rank and title or order of introductions and get confused about "how to say it right." Genuine welcome and warmth is what relationship building is all about.
10. **Be aware of your presence, tone, and language in all your communication** - email as well as face-to-face. Remember for effective self-management: "It's not what you say; it's how you say it." And, please be respectful – cursing or unkind joking is never acceptable in business settings.

"Understanding generational differences can help you not only to survive in the workplace, but to thrive and prosper there as well. Whether you are a Traditionalist, Baby Boomer, Generation Xer, or Millennial, all generational members appreciate thoughtfulness and kindness on the job."

Rita M. Murray