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**Практичне заняття 10  
Business Etiquette (Поняття ділового етикету)**

## Business Etiquette

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#### Business/Workplace Etiquette

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Business/Workplace Etiquette is a set of manners that is accepted or required in a profession. If violated can be offensive.

#### Behaviors of Workplace Etiquette

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* Emails in the Evening.
* Inbox Anxiety.
* Communication Indiscretions.
* Malicious Management.
* Bothering the Boss.
* Etc.

#### SWOT Analysis

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#### Examples of Good & Bad Etiquette & Work Place Do's & Dont's

#### Examples of Good Business Etiquette

* When in doubt, introduce others.
* A handshake is professional
* Say “Please” and “Thank you.”
* Watch what you say.

#### Examples of Bad Business Etiquette

* Being late to meetings
* Using your phone
* Interrupting people
* Gossiping
* Responding late
* Skipping meetings

#### Work Place Do's

* Arrive early
* Be willing to talk to coworkers if they need help
* Have a flexible work schedule
* Be able to work on holidays

#### Work Place Dont's

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* Don’t “Reply All” to an email
* Don't talk bad about people to other workers
* Don't have personal conversations with workers

#### Ways To Not Handle Coworkers, Good & Bad Telephone Etiquette, Good & Bad Email Etiquette & Conclusion

#### Ways to handle coworkers not showing good etiquette

#### Ways to handle coworkers not showing good etiquette

* Don't cuss at them
* Speak rudely
* Ignore them

#### Good Business Telephone Etiquette

#### Good Business Telephone Etiquette

* Always answer the phone
* Know how to use the hold button
* Keep customers informed

#### Bad Business Telephone Etiquette

#### Bad Business Telephone Etiquette

* Only say hello and don't mention your name
* Leave someone on hold for a long time

#### Good Business Email Etiquette

#### Good Business Email Etiquette

* Use professional email address
* Make sure to think twice before sending an email

#### Bad Business Email Etiquette

#### Bad Business Email Etiquette

* Start by introducing yourself.
* Using a bunch of reclamation marks
* Avoid shortcuts and emoticons

#### Conclusion

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To be professional you need to be careful what you send and do when speaking to someone. You need to be polite and not rude to coworkers and others.