

## Workplace Etiquette

Following the advice below will help make sure your attitude and behaviour in the workplace are professional, appropriate and will make a good impression.

### Dress code expectations

Without sacrificing your individuality or sense of style, dress professionally and appropriately for the role that you're in, otherwise it could look like you don't take your job seriously. A lot of human communication is non-verbal, so think about the way you choose to present yourself.

### Be on time

Punctuality is important. Arriving on time, or even early, shows your commitment and dedication to the company and your job. Being continually late will reflect on you badly. If this is a problem for you, make some changes, e.g. leave earlier to avoid bad traffic, sort your outfit out the night before or go to bed earlier.

### Phones, internet and electronic devices

You may have grown up with technology all around you, but in a new job it's a good idea to find out what company policies and procedures are for using these at work. For example, some companies monitor internet use and frown on using personal devices during work hours. If there's a policy for phones at work then observe this, whether that be a phone allowed on the desktop or kept in a drawer. Or, when you go into a meeting, putting your phone on silent or turning it off.

### Using social media

If you haven't already done so, consider putting privacy settings on all your social media accounts. Your private life may be somewhat livelier than your professional persona, but you can keep these separate. Also, constantly checking Facebook and Twitter etc. must stop during work hours, unless it is part of your job role. Save it for coffee break or lunch time. The same goes for surfing the web and online shopping. Don't forget, you are supposed to be working during office hours! Be careful if you ever post about your employer and colleagues on social media, keep it positive and don't criticise!

### Effective emails and written communication

If you've not used email *formally* much before, you may have to develop your written communication at work. Use good English and full sentences (avoiding txt speak), check your spelling and grammar, be concise and get to the point quickly. Keep on top of reading your emails and reply promptly. Don't send personal email messages during working hours.

### Understanding office politics and personalities

Unless you never interact with anyone during your work day, you will have to deal with office politics at some point. Keep in mind that everyone in your office is working towards a common goal. Be a good role model yourself, appreciate that people have different personalities and working styles and try to allow for that. Stay objective, be constructive, avoid drama and don't take things personally!

### Manners matter! Be polite and show respect

Saying please and thank you, shaking hands when you meet, avoiding swearing, respecting common spaces (e.g. in open plan offices) and avoiding spreading gossip, are all positive behaviours that will get you noticed. Show respect to everyone regardless of hierarchy and protect your professional reputation.

### Work on building positive relationships

Do your best to establish and maintain good business relationships with your co-workers, clients, and supervisors. You'll learn more, be more productive, and enjoy your job if you have a good rapport with others. Learn people's names and role early – saves embarrassing situations later! Taking notes often helps a lot when you're new.