



Rushern L. Baker, III
County Executive



BUSINESS ETIQUETTE

In The Best Interest Of Business

Presented By:

Roland L. Jones, Executive Director
Minority Business Development Division

DEFINITION

- Business Etiquette:

Expected behaviors and expectations for individual actions within society, group, or class. Within a place of business, it involves treating coworkers and employer with respect and courtesy in a way that creates a pleasant work environment for everyone.

<http://www.businessdictionary.com/definition/business-etiquette.html>

Topic of Etiquette, Why Now?

- Strategic advantage!
- Relationships
- Differentiation
- Nice guys do finish first
- Golden Rule

Etiquette Points of Priority

- Cultural Expectations
 - Manners Count
 - Respect Differences
- Professionalism
 - Reputation
 - “For the Love of Profit”
 - “Because it is Business”
- Appearance
 - Dress for success
 - Body language
 - Smile

Etiquette Points of Priority (cont.)

- Protocol
 - Learn Organizational Protocol
 - Rules of Engagement
- Respect for Privacy
 - Confidentiality
 - Nose Trouble
- Etiquette for Technology
 - E-mail, Smartphones, Tables, Wi-Fi, Laptops, etc. – When, Where, and How
 - When Not to Use
 - We Are Still People
- Awkward Embarrassing Situations
 - Honesty is the Best Policy
 - Discretion

Etiquette

