

The Research of Workplace Etiquette

Subject : English 作者 : Yi Tsen Kuo

Abstract

Workplaces can differ in every sense. From dress codes to the informalities of how people interact with each other, the protocol of the accepted etiquette will vary both from industry to industry and also between companies involved in the same industry themselves. For example, a factory environment may adopt a far less formal approach than, say, a law firm but probably the most important aspect to remember is that just because you work within a particular industry, you shouldn't assume that what was acceptable within one company you've worked for previously will be just the same if you move to a similar role within another similar type of company.

Therefore, when you move to a new workplace, always err on the side of caution and use those first few days to casually observe your fellow colleagues and to try to establish what's considered 'reasonable' behavior and what isn't. If you're unsure about certain things such as if it's acceptable to have your mobile phone on, for example, or the specifics of the dress code, ask a colleague. However, there are a number of workplace 'dos and don'ts' that are commonly accepted by most companies.

Key words: workplace, business, etiquette, behavior

Chapter 1: Introduction

Workplace Don'ts

Often, it's a simple matter of using your common sense and behaving in a manner that shows courtesy and respect for others but there are numerous things that you should obviously not get involved with or encourage. Here's a list of some of the most commonly cited examples of behaviour that is often frowned upon and even not tolerated by most companies, regardless of type. Disregarding these, it can often, at best, make you unpopular or, at worst, might even get you the sack. Things you shouldn't do at work include:

Engage in idle gossip about other colleagues or your boss or 'bad mouth' them.

Don't get involved in any banter which might have sexual or racial overtones
Be modest and don't harp on about any of your previous achievements or be an attention seeker

Don't try to court favour with your boss or immediate supervisors. Just doing your job in the best way you can is the most productive way of impressing those higher up the ladder than you

Don't assume something is acceptable practice in either conversations you might have or actions you might consider taking. A good example of this is assuming that it's OK to leave your mobile phone on silent or vibrate, yet still respond to text messages, for example. Establish the position on that and other things you're not sure about first such as eating at your desk or work station, which is another good example where people often do the wrong thing.

Workplace Dos

There are a number of things that you should do if you want to be seen as a valuable member of the team and to be considered a valued colleague. These can include:

- Being respectful and courteous towards others - even if you don't necessarily like a particular person
- Keep your voice at an acceptable level. A loud voice which is noticeable in a particular work environment can not only be counterproductive for others who are trying to get on with their work but can be extremely annoying too
- Offer to help others if there's anything you might be able to do to assist them and make their job easier if you've time to do so
- Dress appropriately and adopt a similar degree of formality/informality once you've established the acceptable 'code of conduct'
- Make sure you understand the rules surrounding e-mail etiquette and the use of your mobile phone

- Remember you're being paid to work so keep idle chit-chat and other things that may take your attention away from what you've been employed to do to a minimum.
- Stay positive and upbeat and...smile!

These are just simple dos and don'ts which reflect general workplace etiquette in most workplaces and are often as much about using your own common sense as anything else. However, this entire website contains more specific articles which may be of more relevance to a particular situation you're faced with at work in terms of what you should and shouldn't be doing or saying.

Chapter 2: Business Etiquette

Workplace etiquette refers to proper behavior in the workplace, for making the environment where people work a polite, respectful, pleasant place to be. This etiquette may differ in various working environments, and many companies will have specific guides to workplace etiquette and business conduct that they expect from their employees. Examples of etiquette in the workplace might include addressing coworkers politely, refilling the printer or copier with paper if it is empty, or keeping one's workspace clean and free of materials that could be offensive to others.

In general, workplace etiquette is based on respect for others. Treating others kindly, politely, and with respect is one of the single most important aspects of any kind of etiquette, not just at work. Some examples of this include listening when other people are speaking without interrupting, not checking messages during a meeting, only contributing to a conversation or meeting if there is something worthwhile to add, and recognizing when other people may need help and offering assistance.

If an error or a mistake is made, admitting it and offering an apology is another important aspect of workplace etiquette. Simple signs of respect for coworkers, such as not eating someone else's lunch or taking something off another's desk without asking are important to keep in mind as well. People should never tell offensive jokes at work; beyond poor etiquette, this can be considered a form of harassment, depending on the subject of the joke.

Adhering to a workplace dress code is another type of workplace etiquette, even if it seems pointless. The dress code is in place for a reason, and it is helpful for everyone if all of the employees adhere to it. Office relationships should be avoided as a general rule, and many offices have specific regulations against them, but if such relationships are allowed, they should not be flaunted.

Taking responsibility for one's own work is necessary as well. Everyone gets distracted at work and browses the web sometimes, but time spent at work should generally be spent working. Personal phone calls and web browsing should be kept to a minimum. Projects should be completed by their deadlines and only extensions requested only if it is absolutely necessary.

Any additional rules for workplace conduct should be included in a workplace manual. Although it may be an employee's right to question a rule, unless that rule is changed, it is a sign of respect for other people to follow the rule even if the employee disagrees with it.

Coupled with a good cover-letter narrative, it can help you get interviews that you otherwise would have been passed over for."

Chapter 3: Dress Code Etiquette

Etiquette helps human beings to behave in a socially responsible way. Etiquette helps you gain respect, trust and appreciation from others. There is a huge difference between an individual's college and professional life. One needs to follow a proper dress code at the workplace for the desired impact. It is essential to dress appropriately at the workplace for an everlasting impression. Individuals who dress shabbily are never taken seriously at work.

One must dress as per the occasion. Avoid wearing jeans, capris, shorts, T - Shirts or sleeveless dresses to work. Follow a professional dress code. Make sure you feel comfortable in whatever you wear. It is not always necessary to wear expensive clothes rather wear something which looks good on you. Choose professional colours like black, blue, brown, grey for official attire. Bright colours look out of place in corporates. Light and subtle colours exude elegance and professionalism and look best in offices. Make sure your clothes are clean and ironed. One should never go shabbily dressed to work. Prefer wrinkle free clothes. Hair should be neatly combed and kept short. Spikes hairstyle looks good only in parties and informal get together. Females should tie their hair. It gives a neat look.

Male Employees

Male employees ideally should combine a simple shirt with trousers. Make sure the colours are well coordinated. Prefer a light colour shirt with a dark trouser and vice a versa. Do not wear designer shirts to work. Prefer plain cotton or linen wrinkle free shirts in neutral colours. Go for brands like Zodiac, Arrow, Colorplus, Louis Philippe, Allensolly etc. These brands offer good collection of formal office shirts. The shirt should be properly tucked into the trouser for the professional look. Prefer full sleeves shirts at workplace. Never roll up your sleeves. Silk ties look best on professionals. Don't go for designer ties. The tie should neither be too short nor too long. The tip of the tie ideally should touch the bottom of the belt buckle. Slim ties are not meant for offices. Wear leather belts to work preferably in black or brown shades. Do not wear belts with flashy and broad buckles. Socks must be well coordinated with the outfit. Don't wear shoes that make noise while walking. Prefer soft leather shoes in black or brown colour. Make sure your shoes are polished and laces properly tied. Never wear sports shoes or sneakers to work. Shave daily. Use a good after shave lotion and make sure your skin does not look dry and flaky. Body odour is a big turn off. One must always smell good in public. Use a mild perfume or deodorant.

Female Employees

Females should not wear revealing clothes to work. Avoid wearing outfits which expose much of your body parts. Wear clothes which fit you best. Don't wear too tight or loose clothes. Understand the basic difference between a party wear and office attire. Never wear low neck blouses to work. Blouses with deep back or noodle straps are a strict no no at the workplace. Avoid transparent saris. Females who prefer westerns can opt for light coloured shirts with dark well fitted trousers. A scarf makes you look elegant. Never wear heavy jewellery to work. Avoid being a make up box. Nude make up does wonders. Nails should be trimmed and prefer natural shades for nail paint. Avoid wearing sharp pointed heels to work. The colour of the handbag must coordinate with the outfit. Eyebrow, naval, lip piercing must be avoided at the workplace.

Chapter 4: Conclusion

The etiquette rules concerning touch in the workplace are sensibly clear: the only conventional business touch is a handshake. Unless you are in an industry that requires physical contact, such as a massage therapist, doctor, hair stylist, dentist or similar profession, it's a safe choice to keep your hands to yourself.

Hugs are "iffy". Often a longtime client or contact will become a good friend. Greeting each other with a hug might seem acceptable given your established, close relationship. When a professional relationship has evolved to a personal side, and the feeling is mutually relaxed, a friendly hug may be a welcome greeting. It's always a judgment call, however, and it could prove to be ill-fated if your instincts are incorrect. Be mindful of others' touch tolerance. Some people are natural huggers, and others have a strict hands-off policy under any circumstances. If someone flinches when you clap them on the back, it's a fairly good sign anything more than a handshake would be an invasion of their personal space. Use the flinch as a reminder to respect other people's boundaries.

Bosses and supervisors should be particularly mindful. In many cases, a pat on the shoulder from the boss can feel patronizing. In addition, there are too many opportunities for sending mixed messages. What may be appreciated by one employee as an authentic gesture to connect may be rebuked by another. The golden rule when it comes to touching an employee is "hands off." Consider the situation. Coworkers in a business setting wouldn't normally touch each other, but securing a massive contract may incite an overzealous high five or a group hug.

Another reason someone might physically reach out at work is to offer condolences on the loss of a loved one. When in doubt, keep your hands to yourself. In general, you can't go wrong by limiting your physical interaction to a firm handshake. There are plenty of safe alternatives to making a warm connection: a genuine smile, verbal praise, putting a compliment in writing or announcing a successful achievement at the next staff meeting. Any of these substitutes will keep you out of hot water at the office.

Chapter 5: Reference

Chris Tomford, Jonney Edison. (2016). What is Etiquette. Ray Petersons.

<http://www.businessinsider.com/business-etiquette-you-need-to-know-2013-7>

下載時間：2016/12/27