

# *Office Etiquettes*

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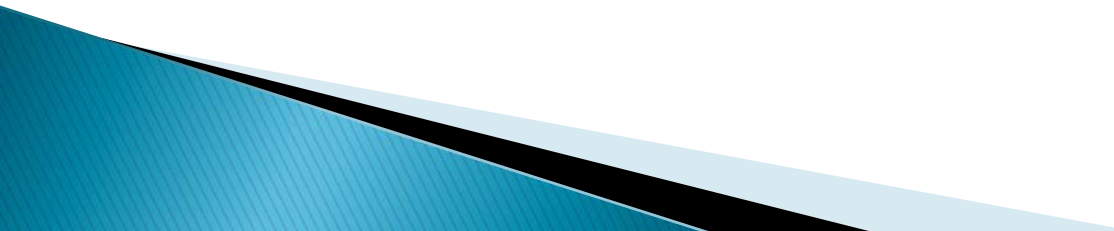
# *Office Etiquettes*

- ▶ When it comes to working in an office or other professional setting, etiquette matters. How you present yourself and interact with those around you—whether your coworkers, supervisors, or direct reports—speaks to who you are as a person and as a member of the team, and can directly influence your career.


# *1. Don't "Reply All" to an email chain.*

- ▶ Understand the differences—and repercussions—between hitting “Reply” and “Reply All” when responding to an email. Carefully consider whether or not all of the parties who received the initial email need to be included in your reply. Additionally, by “replying all,” you may find yourself embarrassed as your entire organization reads details that were only meant to be shared with one or two others.
- ▶ When in doubt, always do your part to keep emails and other correspondences friendly and professional. As a general rule, treat your emails as a professional form of communication, and make sure that the information you share is appropriate for the time, place, and people involved.


## *2. Don't have personal conversations at your desk.*

- ▶ If you must have a private or personal phone conversation when you're at work, try not to have the conversation at your desk where others can hear you.
  - ▶ Many workplaces have conference rooms that you can use for phone calls; otherwise, it might be a good idea to step outside.
  - ▶ Having a personal conversation at your desk can be distracting to the coworkers near you, and may open you up to gossip about being someone who “can't leave their personal life at home”—which isn't good for your professional image.
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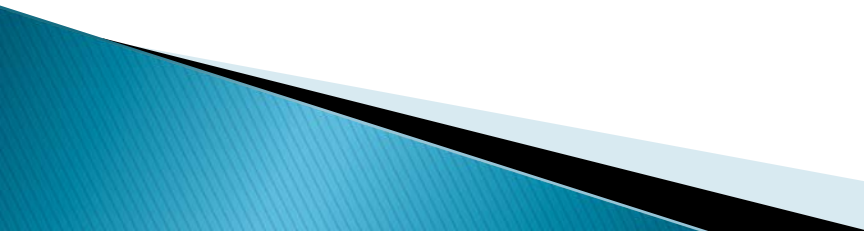
### *3. Don't bring your emotions into the office.*

- ▶ It's best to leave your personal emotions at the door when you get to work. Your desk neighbor doesn't want to hear your sob story from over the weekend.
  - ▶ If you truly can't focus on your work because something has happened, it's probably a better idea to take some personal time to process your emotions.
  - ▶ Or, if something in the workplace is bothering you, reach out to the human resources department or your supervisor to resolve the issue so it doesn't interfere with your work.
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## *4. Don't be afraid to ask questions.*

- ▶ Asking questions—no matter how silly they may seem—will help you clarify expectations and avoid erroneously completing an entire project only to realize you did it all wrong.
  - ▶ There's little worse than overconfidence—especially if it isn't actually backed up by experience or skill.
  - ▶ So go ahead and ask your questions, and be sure to truly listen to the answer.
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## *5. Don't gossip about fellow coworkers...or your boss.*


- ▶ Gossiping is one of the cardinal sins of office work: Just don't do it. Whether you're tempted to gossip about your boss, co-worker, or the company as a whole, you're not hurting anyone but yourself when you do.
  - ▶ Gossiping can portray you as someone who can't be trusted or someone who isn't a team player, which won't help you reach your professional goals. It can also be doubly harmful if it gets back to the target of the gossip.
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## *6. Don't use emojis or multiple exclamation points in work emails.*

- ▶ This bit of advice will depend on the specifics of your workplace. Some workplaces may embrace emojis and relaxed conversation; others may expect a level of formality at all times.
- ▶ Regardless, be cognizant and intentional when crafting your communications. Work emails don't need to be all serious all the time, but you'll want to maintain a sense of professionalism so that others see you as the competent expert that you are.
- ▶ When in doubt, always communicate professionally in your workplace emails, regardless of how relaxed your superiors might seem. After you've spent some time on the job, you'll have a better idea of what is deemed appropriate in your workplace.



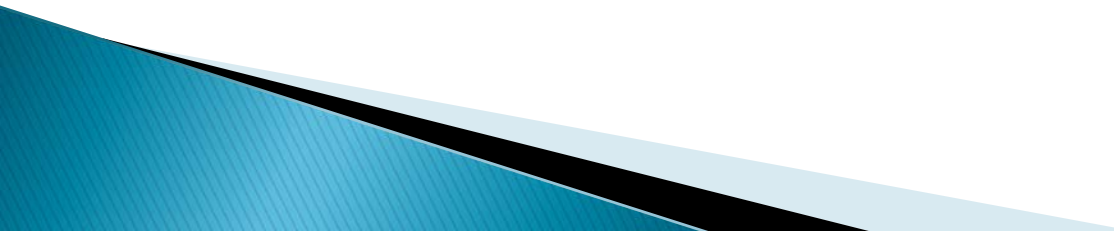
## 7. *Don't talk back to your boss.*

- ▶ Even if there isn't much of an age difference between you and your boss, you should *never* talk back to them. Always show your boss respect, and do your part to not be sarcastic.
  - ▶ This is not to say you can't disagree with them about aspects of the job, a project, or the company's strategy. You should always feel free to share thoughts or concerns if you've got them. But the way that you do this matters.
  - ▶ Hopefully, you will have the chance to climb the career ladder someday. You will want to have your boss in your corner to help you get there.
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## *8. Don't forget that at work socials, you're still at work.*

- ▶ Company outings can be a great chance to socialize with your coworkers and get to know them outside of their 9 to 5 personas.
- ▶ But it's important not to forget that, while you should be yourself, you're still among office mates who you'll be working side-by-side with tomorrow.
- ▶ Be especially careful not to overdo it if alcohol is being served. Everyone will know why you "called in sick" the next day.

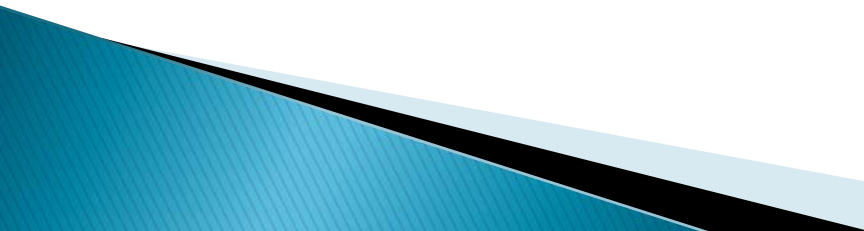
## *9. Don't be nervous, but also don't overstep your boundaries.*

- ▶ In the workplace, you'll often find yourself walking a fine line in how you present yourself. You want to be respectful, but you don't want to come across as being stuffy; you want to appear confident, but you don't want to overstep your bounds; you want to express your opinions, but you need to keep them G-rated.
  - ▶ Learning the balance will take trial and error on your part, but it's an important balance to learn.
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## *10. Don't forget an umbrella.*

- ▶ This one might sound silly, but it's important to be prepared for all of life's annoyances, even at work. Sitting in wet clothes all day is not fun.
  - ▶ Walking around with a coffee-stained shirt because your coffee lid popped off is not fun. Talking to someone with spinach stuck between your teeth from lunch is not fun.
  - ▶ Keeping an umbrella, spare pair of shoes, dental floss, and even a change of shirt in your desk (or the trunk of your car) for emergencies can be smart.
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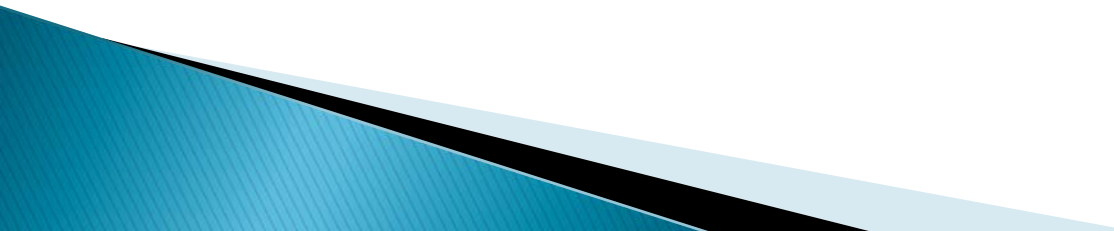
# *Common areas*

- ▶ These etiquette rules apply to areas you might share with other employees, like kitchens and break rooms:
  - ▶ **Only consume the food you brought.** Bring your own meals and snacks and label them clearly.
  - ▶ **Clean up after yourself.** Throw away trash, clean dishes and wipe down any tables or counters that you use during breaks.
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# *Common areas*

- ▶ **Replenish items you take from common areas if necessary.** Depending on your office policies, you may need to replenish items you take from the kitchen or break room, such as silverware or napkins. Only take what you need.
- ▶ **Eat strong-smelling food in a separate area.** When making meals or snacks that have potent odors, consider eating outside or in your private office.

# *Common areas*

- ▶ **Silence your notifications.** When you work in a shared space, turn off notifications on your phone, email and messaging services to minimize noise.
  - ▶ **Limit distractions for other team members.** Ask employees around you before playing music or taking calls in a common work area. Keep calls brief, and if you need to take longer calls, use a conference room or private office.
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# *Privacy*

- ▶ **Protect personal information.** Store confidential or sensitive information for coworkers or clients in secure locations and make sure sensitive documents stay in a protected location.
- ▶ **Avoid blind copying others on sensitive emails.** When you copy other people on work emails, allow the recipients to be aware of everyone on the email chain. This can help build trust among teammates.

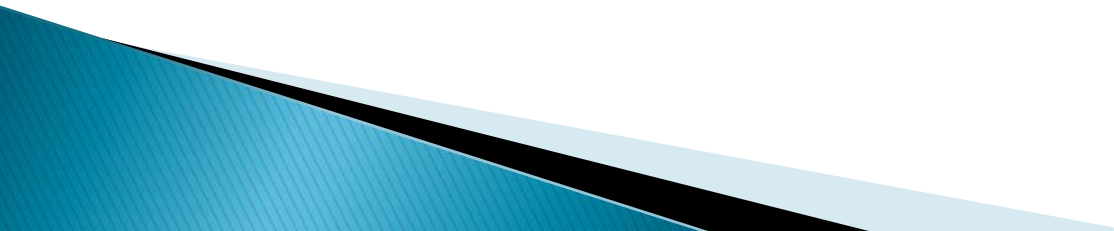


# *Privacy*

**Keep work matters off your social media accounts.**

- ▶ Try to avoid discussing your job online, as this can appear unprofessional and may violate company policies. If you feel frustrated about your job, it's best to discuss this in private with friends or family members.

# *Professionalism*

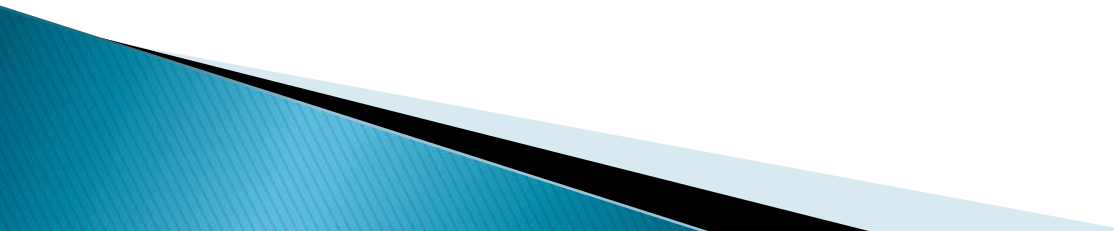
- ▶ **Focus on presenters during meetings and presentations.** Show that you're engaged in meetings by making eye contact and monitoring your body language. Put your phone away if possible.
  - ▶ **Save personal conversations for breaks or after working hours.** Having friendships at work can improve your job satisfaction, but personal conversations can be distracting and detract from work tasks. Try to discuss these matters outside of work.
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# *Professionalism*

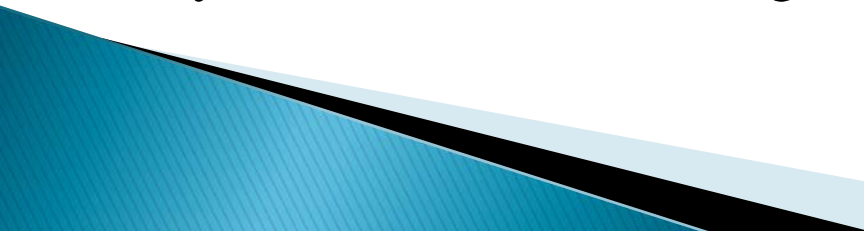
- ▶ **Respond to messages promptly.** Respond to messages and emails in a timely manner to let your colleagues know you received their inquiry. You don't have to formulate a full response immediately, but you can send a quick response saying that you plan to reply fully within the day or week.
- ▶ **Share credit when appropriate.** If you're part of a group project, make sure all team members receive recognition for their work. This shows teamwork and honesty.
- ▶ **Speak professionally.** Avoid using slang or controversial terms in the office. Instead, speak clearly and professionally when at work, as this can encourage your peers and supervisors to take you seriously.

# *Workplace Etiquette: The Dos*

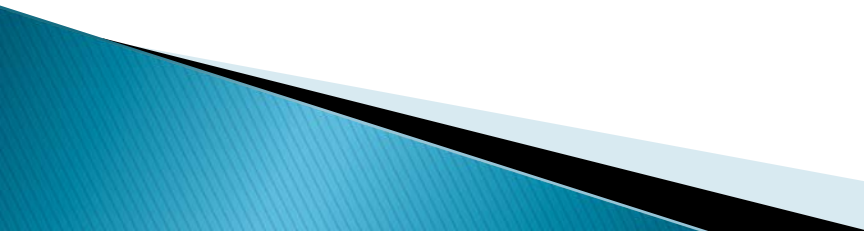
# *1. Do arrive early.*

- ▶ There's some common advice often given to new workers: You want to be in the office before your boss, and stay until after he or she leaves.
  - ▶ You *will* be remembered for answering your phone at 8:01 a.m. in a world where tardiness is common (especially in major cities, where traffic can cause all kinds of headaches).
  - ▶ Conversely, you will also be noticed if you consistently show up 15 minutes after everyone else—just not in the way you want.
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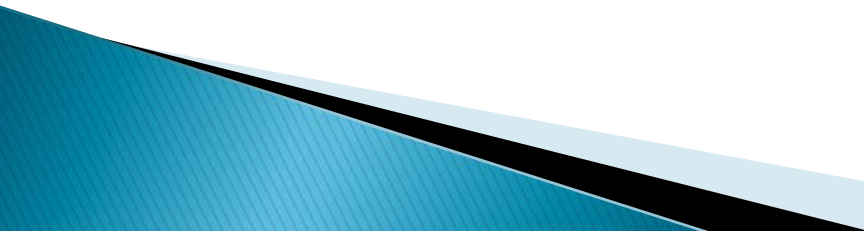
## *2. Do network with people outside of your cubicle.*

- ▶ Of course, it's important that you complete your work on time and up to standard. But it's also important to remember that a perk of having a job at a company you appreciate is meeting other people with similar interests who can share advice from their past experiences that you can use on the job.
  - ▶ That's why it's important to take networking opportunities seriously, especially when you're first starting on the job. Grabbing coffee or lunch with your coworkers, attending happy hour or other company functions, and simply making yourself available can go very far.
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### *3. Do be willing to help out a coworker.*

- ▶ If one of your coworkers asks you for help in completing a task, you should generally say yes —as long as you feel that you can realistically help them while also hitting your own deadlines.
  - ▶ This is an opportunity to stand out and demonstrate your own knowledge and skills. It's also an opportunity to make a friend and bring someone into your corner for the future; you never know when that might come in handy.
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## *4. Do bring in goodies.*


- ▶ Who doesn't love to eat? If you have free time one night, baking cookies, brownies, or some other treats can be a really nice gesture for your coworkers—especially if you're celebrating a big win or going through a stressful period.
  - ▶ If you do choose to bring in treats, though, it's important to understand ahead of time whether any of your coworkers have allergies or dietary restrictions like gluten insensitivity.
  - ▶ Bringing something in that everyone can enjoy will only make the gesture that much more meaningful.
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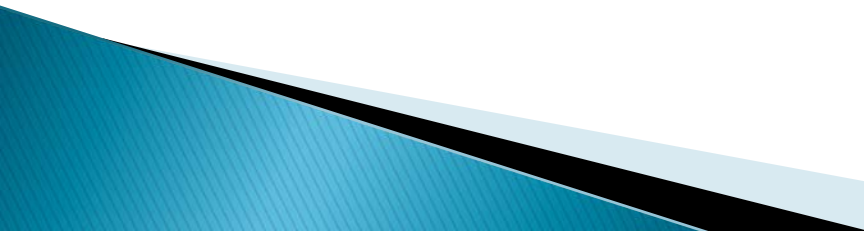
## *5. Do create a proper personal email address.*

- ▶ It isn't uncommon to need to communicate with your coworkers after hours or on the weekend. While many organizations allow employees to log into work email remotely, some do not.
- ▶ It's important in these cases that you have a professional email address in the event you need to send an email to a coworker or your boss. "Foxychick123" isn't going to send the same impression as "firstname.lastname".

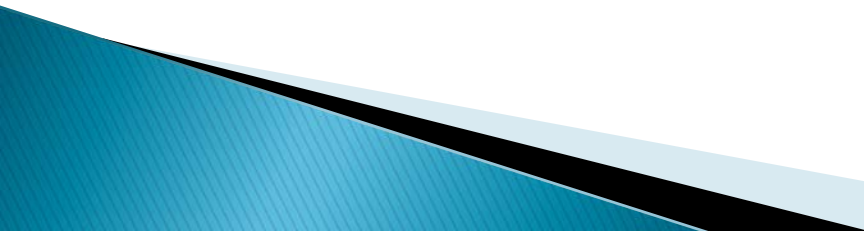
## *6. Do jump at the chance to complete a new task.*

- ▶ If your boss, superior, or coworkers ask you to work on a task that you've never worked on in the past, it's natural to feel nervous. But, that's no reason to decline the work.
  - ▶ Accepting new projects expands your skill set and can lead to exciting opportunities down the line.
  - ▶ You were likely chosen because they have confidence in your abilities. Just make sure to ask questions, seek advice, and make sure you're on the right track before getting too bogged down in the task.
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## *7. Do be flexible.*

- ▶ Sometimes, you're going to be tapped for a project or initiative that requires you to be flexible. You might be asked to work earlier or later hours than usual; you might be asked to perform duties or tasks that you don't necessarily want to perform, or that you weren't hired to do.
  - ▶ There may come a day when you are asked to work a holiday—either to cover someone else's shift or to usher a project through to completion.
  - ▶ While it's never fun to work a holiday, a weekend, or to do “someone else's job,” being willing to roll with the punches demonstrates that you value the company and take your role seriously, which will only help you in the long run.
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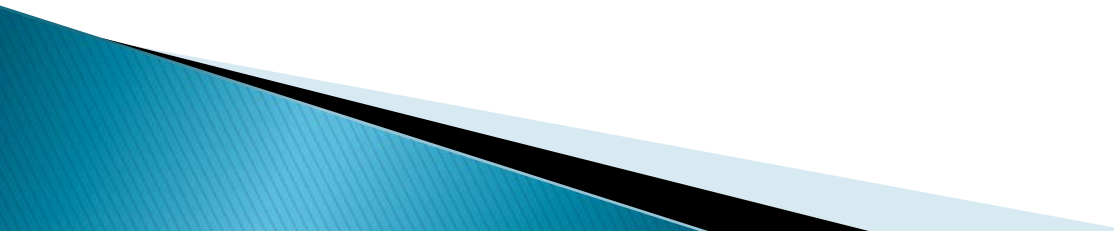
## *8. Do dress appropriately for the office.*

- ▶ What constitutes appropriate will depend on the particular culture of your workplace.
  - ▶ But it's always a good idea to dress to impress, especially when you're first starting a new role at a company.
  - ▶ Even if you don't have a formal dress code, save the crop tops, flip-flops, and see-through shirts for the weekend—no one will take you seriously if you don't.
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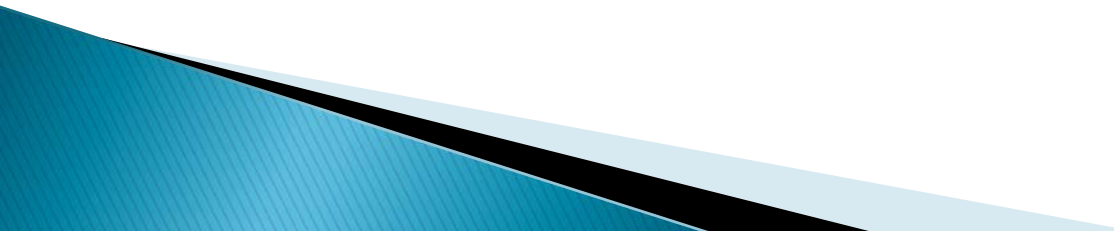
## *9. Do make sure your ear-buds are plugged in securely to your computer.*

- ▶ Have you ever made the mistake of listening to music or a video on your laptop while in public, only to realize that your earbuds weren't plugged in and that everyone around you could hear? Talk about embarrassing.

## *10. Do be open-minded.*

- ▶ Whether you're taking on new work, building relationships, or advancing in your career, you should do your best to remain open-minded.
  - ▶ Nothing is known for certain, and being flexible and open to change will only help you in the long-run.
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## *11. Do wear a smile.*

- ▶ Having a positive attitude about being at work will affect your job performance significantly.
  - ▶ Appearing happy, friendly, and approachable at work can do wonders for your career.
  - ▶ Never underestimate the power of a smile!
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***THANK YOU***