What Is Professional Etiquette?
Professional etiquette is a set of expected behaviors for individual actions in a given setting. Within a place of business, it involves presenting oneself in a professional manner, as well as treating coworkers and clients with respect and courtesy. Professional etiquette creates a pleasant work environment for everyone.

Why Is It Important?
Professional etiquette provides a set of expected behaviors within which people can operate as they work, collaborate, and communicate with others. As you engage with professionals, you build a trusted reputation of excellence by consistently showing others that you are respectful, credible, and responsible. You also express a friendly can-do attitude. Your professional etiquette could be the deciding factor between you getting the job and it going to another candidate. So make your first impressions count!

Boundaries

Do …
• Establish work relationships.
• Be mindful of your role at work events and parties.
• Clean up after yourself.
• Check in with your supervisor when work is slow.
• Be ethical.

Don’t …
• Bring personal matters into the workplace.
• Forget that your behavior reflects on you, your co-workers, and the organization.
• Expect an office maid.
• Assume that doing homework or using social media on the job is acceptable.
• Misuse work resources or take food items that belong to others.

Email

Do …
• Create a professional email address.
• Have a clear subject line.
• Include your signature and contact information.
• Leave the “To” field blank until you’ve completed your message.
• Spell check, grammar check, and proofread.
• Respond to emails within 48 hours.

Don’t …
• Use TXT Language.
• Use emoticons/emojis.
• Use “Reply All,” “CC,” and “BCC” haphazardly.
• Write in ALL CAPS.
• Vent your frustrations or emotions.
• Send personal emails.

Phone and Voicemail

Do …
• Speak clearly, audibly, and use the person’s name throughout the call.
• Have a clear idea/purpose for the call.
• Leave a message with your name, email, and phone number (repeated twice).
• Cover one topic per voicemail message.
• Follow up with an email after your phone call.
• Maintain your voicemail inbox to avoid a full inbox.

Don’t …
• Use slang/text words.
• Take calls in a noisy environment.
• Keep the person on hold for long periods of time.
• Use your cell phone during work hours.
• Leave long voice messages.
• Forget to return calls within 24 hours.

CONTINUED ON THE BACK
Social Media

Do …
- Remain professional. (If you would not say it in person, do not say it on social networking sites.)
- Use proper grammar.
- Keep track of your digital footprint by maintaining/updating your accounts.
- Promote yourself by sharing articles, videos, blog posts, and other content.
- Use LinkedIn and other professional sites when reaching out to employers.

Don’t …
- Share too much information (TMI).
- Post inappropriate comments or photos.
- Neglect to proofread social media posts.
- Forget that people may have a different sense of humor than you.
- Badmouth competitors.

In-Person Meetings

Do …
- Show up on time.
- Prepare projects and possible problem-solving solutions.
- Listen actively.
- Contribute by asking questions and offering ideas.
- Have a learning attitude.
- Follow up with any agenda items quickly.

Don’t …
- Play with your mobile device or answer calls/texts.
- Doodle.
- Act like a know-it-all.
- Keep yawning or fall asleep.
- Have side conversations.
- Be disruptive.
- Talk over others.

Sick and Vacation Days

Sick Day Do’s …
- Ask supervisors what they prefer regarding emails, voice messages, and direct calls.
- Consider those who need to know, including team members and appointment organizers.
- Avoid the Monday/Friday sick day pattern.

Vacation Do’s …
- Plan ahead and remind your supervisor a week in advance.
- Know your work cycle.
- Follow workplace procedures and add all vacation days to your work calendar.