



## WORKPLACE ETIQUETTE

*"It is easier to avoid bad habits than to break them." — Benjamin Franklin*

During childhood, most of us are taught proper etiquette for different settings and situations (e.g., home, school, etc.) yet we are rarely taught any workplace etiquette. Workplace etiquette is certainly based on many unwritten rules that all of us are expected to know, but as it goes with many things, it never hurts to be reminded of the fundamentals every once in a while. In the list below, we did exactly that. Use the following nine tips to contribute positive habits to your work environment:

### 1. Attitude is everything.

Maintain a good attitude at work regardless of circumstances. This will ensure you come across as approachable, letting coworkers know that you have things under control.

### 2. Be aware of your non-verbal communication.

Eye contact is one of the most important aspects of non-verbal communication. Maintaining good eye contact shows you are listening. Another example of non-verbal communication involves handshakes. In the North American business world, firm handshakes portray trust and emphasize the importance of the relationship.

### 3. Be on time.

Regardless of age, job title, or level in the team hierarchy, be on time for work and meetings. Better yet, be a few minutes early. Punctuality reflects well because it shows your team that you respect them and their time.

### 4. Show appreciation.

Everyone likes to be appreciated. Sincerely verbalize and demonstrate thanks as often as possible. Do this both publicly and when appropriate, express it in private.

### 5. Be discrete in meetings.

If your phone starts ringing during a meeting, try to resist the temptation of walking out of the room to take it, unless, of course, it is a very important matter that cannot wait.



### 6. Keep your coworkers informed about your whereabouts.

This is especially important for those who travel as part of the job. Try to let your coworkers know where you are: the car, the office, at home or off-site. Thankfully, our hyper-connected technology world makes this quite easy.

### 7. Avoid email overuse.

Many workers are guilty of sending one-liner emails. In place of those one-liners, consider walking over to your co-worker's desk or giving them a call to avoid taxing valuable e-mail storage space.

### 8. Always follow up on your emails.

Not returning messages in a timely manner can portray lack of care or tardiness. Whenever possible, try to send a timely response even if it is just a short acknowledgement that you have received the email and that when time allows, you will action on it.

### 9. Follow and honour the rules.

If your company has a formal code of ethics, try to follow it as closely as possible. This will not only earn you the respect of your coworkers, but this approach will also contribute to a positive work environment built on a sense of equality and fairness.

## DEALING WITH CHANGE POSITIVELY

*"Change is the law of life. And those who look only to the past or present are certain to miss the future." — John F. Kennedy*

Change, they say, is the only constant in life, and resiliency and adaptability are important traits because they can help you achieve your goals faster, both in business and life. The following tips give you some pointers on how to move from resistance to change, to making change beneficial.



### 1. Accept change as an integral part of life.

The more you develop an understanding that change will happen, the more mentally prepared you will be when it does.

### 2. Never lose sight of the big picture.

The first thing you should do when change happens is refocus on your business goals regardless of the scale of the change. Zooming in closely on what's important gives you a chance to sharpen up your focus and adjust your tactics accordingly.

### 3. Embracing change could be an effective strategy to stay ahead of the competition.

Remember that change and innovation are not only excellent for creating business success, but also for differentiating your company from the competition. For example, if the market changed preferences, start catering to that change before your competitors do.

### 4. Become comfortable with risk-taking.

Make it a point to take small, calculated risks often. This way you will exercise your risk-taking muscle and feel less anxious about dealing with change when it happens.

### 5. Look ahead, not behind.

The problem (or change) lies in the past, and the solution you are seeking lies in the future. If you want to roll with the change, you should spend more time looking for a solution and less time dwelling on the problem and resisting the change.

### 6. Keep a positive outlook.

Don't look at change as an obstacle, but rather as an opportunity for growth. Instead giving in to negativity, try to frame change in a positive light and focus your energy on overcoming the challenges that come with it.

### 7. Read relevant literature.

Ideas are contagious. It only takes one idea to take your life or business to a whole new level. Someone, somewhere, at some point, has faced the same challenges that your business is currently facing, and made it through. Commit to constant learning by reading relevant literature and keeping a library of ideas on which you would like to work.

### 8. Be flexible.

Have a plan B as the worst idea is having only one idea. Knowing you have planned contingencies is great relief when the going gets tough.

### 9. Support your employees through change.

If your company is undergoing change, especially if the change is expected to have a growing impact over time, make sure the affected employees have the right information, tools, and support in order to navigate through this successfully.

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