

Professional Etiquette: Workplace Manners and Expectations

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Office Etiquette

‘The people you work with are people you were just thrown together with... you don't know them, it wasn't your choice. And yet you spend more time with them than you do your friends or your family. But probably all you have in common is the fact that you walk around on the same bit of carpet for eight hours a day’

Decoding Office Etiquette

- The first day
- Dress for the occasion
- Email
- Face to face interactions
- Gossiping
- Relationships
- On the phone
- Online at work
- General behaviour
- Performance Reviews Evaluations
- Salary negotiations

The First Day

- Arrive early (not too early)
- Consider the minor things:
 - Lunch
 - Parking
 - Start/ finishing times
- Dress for the occasion – don't make assumptions

The New Person...

- Take a few days to settle in
- Observe office interactions and team dynamics
- Don't come across too forceful



Email Etiquette

In general, it's a good idea:

- Not to send sensitive or defamatory material via e-mail as you don't know where it may end up.
- To remember that an email has no tone, so you can easily misread what is being said.
- Not to send **adult** material. Inappropriate material may seem funny to some, however it can be offensive and could potentially affect your employment.
- Not to say anything personal about a co-worker in your message, particularly those higher up the food chain, even if everyone knows it's true.



Email Etiquette

Do:

- Provide a professional signature at the bottom of each email
- Set out of office
- Use follow up tools
- Proof read before sending

Don't:

- Use CAPITAL LETTERS
- Swear
- Forward spam/ stupid emails
- Include irrelevant people in on emails

Face to Face Interactions

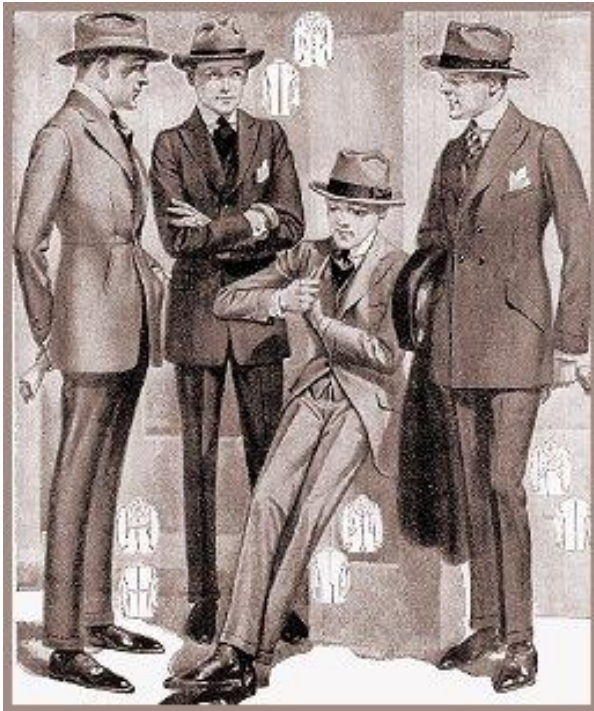


- Understand cultural differences and workplace expectations – ie is the team culture very casual or formal
- When introduced to someone, try to shake hands and maintain eye contact

What to Wear

- Dress conservatively in a new role until you are aware of office standards
- Understand company policies in relation to tattoos, piercings etc..
- Your immediate team may have a different standard to the rest of the company (manager's discretion)
- Feel comfortable to let some personality through, but don't go overboard.

What to Wear cont



- Dress for your day
 - Suit up for client/ external meetings, presentations etc.
 - Some offices may have casual Friday
- Invest in work clothes, you'll wear these more than any other outfits.

Gossiping and Relationships

- You may not like everyone you work with (you probably won't) however you don't need to be friends, just friendly.
- Don't play into 'office politics'
- If you do become friendly with your co-workers, remain professional and keep a separation between personal life and company time



On the Phone

- Find out if there is a standard greeting (every office is different)
- Set your voice mail
- Check your personal phone ring tone and make sure that it is appropriate
- Keep personal texting/ calls to a minimum



Online at Work

- Every office is different – check policies relating to personal use of computers
 - Becoming more common to allow employees have personal use of computers/ internet
 - Keep to a minimum and restrict to lunch hours/ out of office hours
- Be aware of internet security and monitoring the websites you visit

General Behaviour

- Be courteous of the people around you and your environment
 - Keep noise to a minimum
 - Don't go overboard with personal items
- Take responsibility for your area and keep it tidy
- Clean up after yourself (particularly in a shared kitchen)

Performance Reviews and Evaluations

Ideally you will undergo regular performance reviews

- Take the positive as well as the negative

If faced with negative feedback:

- Don't take personally, it is constructive criticism designed to help you
- Take as an opportunity to further your career/ skills
- Set goals with your manager to track future performance

Salary Negotiations

May be included as a part of a review

- Know your value in the market place
 - Do research on job search websites and compared to similar positions
- Understand your minimum salary needs
- Don't compare yourself to the person next to you
 - In theory you shouldn't know what colleagues are being paid
- Look at every pay change as a stepping stone (may not be perfect, but headed in the right direction)



Disciplinary Procedures

Part of your initiation to the role should include becoming familiar with company policies and procedures – **these are important to know.**

If faced with disciplinary procedures, know your rights and what to expect.

- Disciplinary action means that if you don't drastically improve your performance/ behaviour, you may be faced with dismissal
- Generally you are provided with 3 written warnings prior to dismissal (may vary to company policies) dependant on the severity of the error

Contact Us

Careers and Employment

Student Services

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Ph: 4631 2372

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Career Counselling

‘Drop-in’ sessions:

10-11am and 2-3pm

Monday to Friday

‘The Work Shop’ (G229)

10am-3pm

Monday to Friday