



### **Professional/Business Etiquette and Tips**

#### **First Impressions**

- Name tags are very important: Wear them by your right hand shoulder
- You have 5-7 seconds to make a first impression
- It takes 13 positive interactions to make up for 1 negative interaction
- If you don't know someone's name, ask and do so early, and put it in context
- When making eye contact, look at the triangle between the eyes and the nose
- Maintain eye contact when others are speaking

#### **Dressing for Success**

- Dress darker towards your feet and lighter towards your face
- Jackets and blazers are a power symbol, especially for women
- Dress for the job you want, not the one you have (if you are a front desk agent and want to be a supervisor or manager, dress like a supervisor or manager)
- Be well groomed, don't play with your hair or beard
- Stay away from red in conservative financial businesses
- Ties are a fashion accessory; keep up with the trends!
- End of your tie should just cover the top of your belt buckle
- Bow ties are seen as intellectually superior
- European cut suits are very close to the body
- Hosiery is very in, especially dark hosiery
- The higher your heel the more clothing you should wear, and you MUST be able to walk in them
- Wear neutral nail polish, dark polish needs to stay perfect
- Wear jewelry that does not make noise or sway i.e. chandelier earrings

#### **Professional Behavior**

- Always knock before entering an office or cubicle
- Never correct a colleague in front of a client
- Only interrupt a conversation when incorrect information is being given
- Only leave someone on hold for 30 seconds, after that ask if they you to call them back
- "Recency Effect" – people will choose the last option they heard
- Keep your cellphone off when in a meeting, don't chew gum and remember a pen/pencil
- Interpersonal communications consist of body language, tone of voice, and the words you use
- What is your message and what is the best way to communicate that message?
- Coworkers are not your friends, stay professional in your interactions with them
- The most important people in an office are support staff
- Your boss and HR should be able to tell you what it takes to get promoted
- In the office, talk about hobbies, books, travel, pets, weather, movies, current events, but not politics
- Present business cards at the end of a meeting with your right hand
- ALWAYS send a hand written thank you note after an interview!