

Business Etiquette

- Why do recent college grads fail in first months on the job?¹
 - No one told them the rules
 - They don't understand why they have to follow the rules
- Conflict resolution - healthy conflict vs. vendetta
 - HR professionals estimate that 80% of the people who fail at their jobs do so for one reason - they don't relate well to other people²
 - Chain of command
 - Continuum of force
 - Avoid negative attitudes ("That won't work...")
- Attendance, punctuality, and personal life
 - Avoid taking lots of leave in the first year
 - Work overtime anytime it is needed
- Work ethic -
 - Stay busy (find things that need to be done)
 - Learn something new every week
 - Ask for new assignments (learn someone else's job)
 - Nurture a mentoring relationship if possible
 - Write things down - don't ask for it to be explained over and over again ("She re-boots her mind every morning...")
- Communication
 - Leave your cell phone off at work (personal calls)

¹Bruzzese, Anita; "45 Things You Do That Drive Your Boss Crazy...And How to Avoid Them" (www.45things.com)

²Bardwell, Chris; The Black Collegian; Special Graduation Issue April 2002 (www.black-collegian.com)

- Treat e-mail as a business letter and do not use shorthand such as "BFF" (punctuation and capitalization matter)
- 80% of employers monitor e-mail and public employers have public records laws
- Meetings
 - Be on time or early
 - Take appropriate notes and have your calendar³
 - If you set the meeting up, have a written agenda
- Personal Life
 - Keep details of your private life private
 - Don't put it on the office grapevine
 - Don't live the Soap Opera life
- Responsibility
 - Own up to mistakes and fix them
 - Don't worry if someone takes credit for your idea or work (people know who does the work!)
 - Try to accept criticism and make changes accordingly

³Ibid