

# *Office Etiquette*



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# What is etiquette?



- ❧ Manners vs. etiquette
  - ❧ Manners = behavior guidelines
  - ❧ Etiquette = code for particular situations
  
- ❧ Why is it important?
  - ❧ Dignity, honesty, tact
  - ❧ Respect and empathy for others
  - ❧ Helps you stand out from the crowd

# What is etiquette?



- ❧ What's happened to office etiquette?
- ❧ "Just be yourself"
- ❧ Develop your professional identity



# What is etiquette?



☞ Etiquette “high crimes”

1. Using etiquette as an excuse to embarrass or humiliate someone.
2. Deliberately interpreting a kind gesture as an insult.

# Isn't Etiquette Rude?



- ❧ Etiquette rules exist to stop impulses
- ❧ Make an effort to learn the behavior of other groups
- ❧ Never make others feel bad for etiquette mistakes

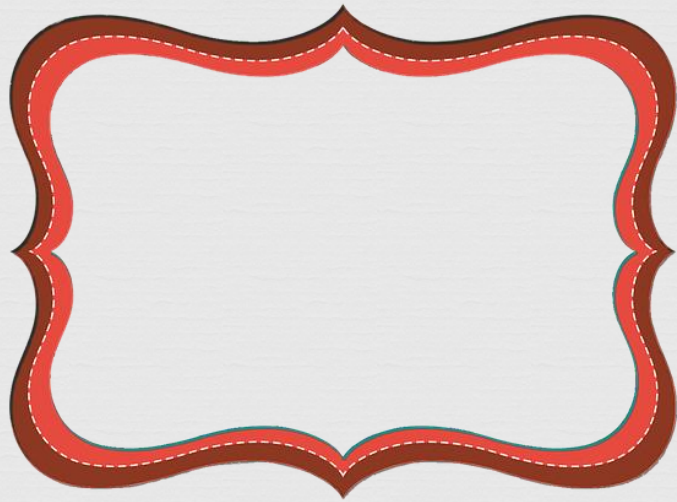
# Small Talk/Pleasantries



- ☞ What's Your Name
- ☞ Barry, Garry, or Larry
- ☞ Too Close for Comfort



# What's Your Name?

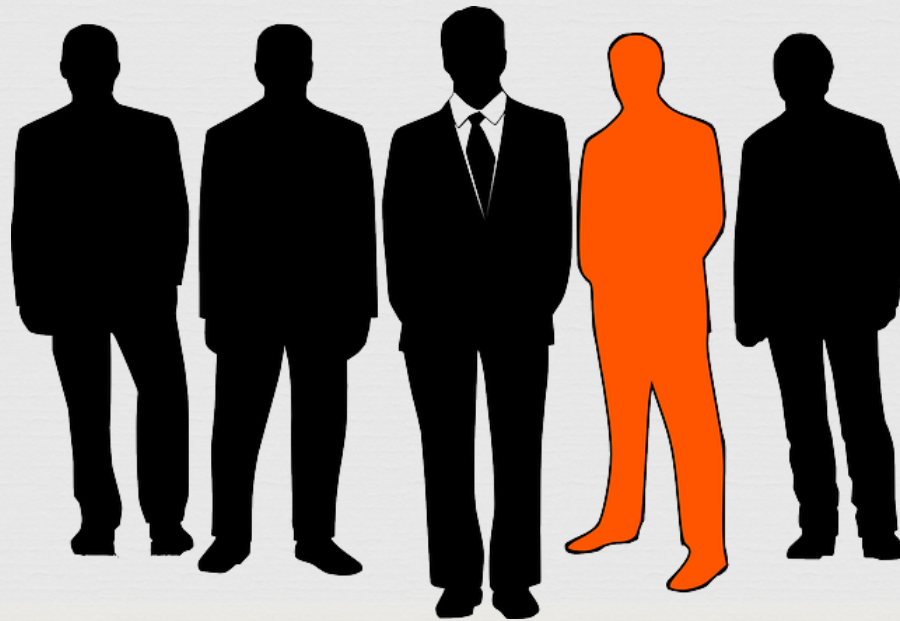


Not being  
able to attach  
the name with  
a face

# Garry, Barry, or Larry?



When someone greets you using the  
wrong name





# Too Close for Comfort



Receiving a Hug  
from a coworker  
that makes you  
feel uncomfortable

# Proper Dress



- ❧ Must be standards for work
- ❧ Shows you are serious, there to work
- ❧ Displays competence
- ❧ Self-expression is not #1 at work

# Proper Dress



- ☞ Say nothing – that's the supervisor's job
- ☞ Dress codes are GOOD!
- ☞ Your clothes convey messages
  - ☞ About you AND your organization



# Proper Dress



- ⌘ Don't comment unless it's a compliment
- ⌘ Tell them you like to wear nice clothes
- ⌘ Just say, "Thank you!"

# Meetings



- ∞ Double Booked
- ∞ Latecomers/No Shows



# Double Booked



You have accidentally  
double booked  
yourself for two  
meetings at the same  
time



# Double Booked



You walk into a meeting room & another group is using the space



# Latecomers / No Shows



You are waiting for  
a person who is  
late to a meeting



# Latecomers / No Shows



A coworker  
arrives late for  
meetings that  
you are leading



# Bad to the Bone



☞ “We have to agree to disagree.”

☞ Politics, religion, sex

☞ Avoid all three at work!

☞ Personal, polarizing topics

☞ You could get fired... or worse

# Bad to the Bone

A red speech bubble with a tail pointing towards the bottom left, containing the text "#?@\* &%!!".

**#?@\* &%!!**

- ❧ Ignore it
- ❧ Only acknowledge good/positive actions
- ❧ Generally considered unprofessional

# Bad to the Bone



- ☞ Shouldn't be normal conversation
- ☞ "I'm afraid you'll have to excuse me, but I have work to do."
- ☞ It's never rude to be busy at work.

# Bad to the Bone



- ☞ Respect people's privacy outside of work
- ☞ Move on, don't bring it up again

# Bad to the Bone



- ☞ Gossip creates negativity and erodes trust
- ☞ Be noncommittal - “Hmmm,” or be silent
- ☞ Suggest that they speak directly to that person
- ☞ Do not repeat gossip!

# Email



☞ Reply All

☞ Forwarding Emails



# Reply All



Instead of hitting reply, a coworker continues to answer your inquiries by only sending his reply instead of including your questions with his response, which causes you to have to refer to your original email





# Forwarding Emails



You've mistakenly forwarded a confidential message to the wrong person



# Telephone



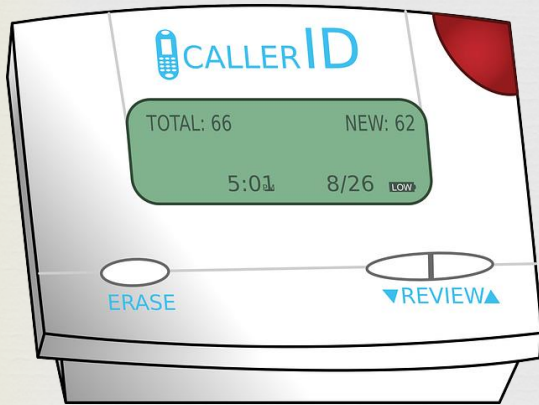
- ☞ Caller ID
- ☞ Voicemail
- ☞ Speakerphone
- ☞ Cell Phones



# Caller ID



Seeing your colleague's number on Caller ID and greeting him informally when you pick up the phone only to find out that it is your director



# Out of the Office



Being away from the office for the day and knowing that you will not be able to return voice mail messages



# Speakerphone



A co-worker regularly answers her phone with speakerphone and is always multitasking while you are on the phone



# Cell Phones



Your cell phone rings in the middle  
of a job interview

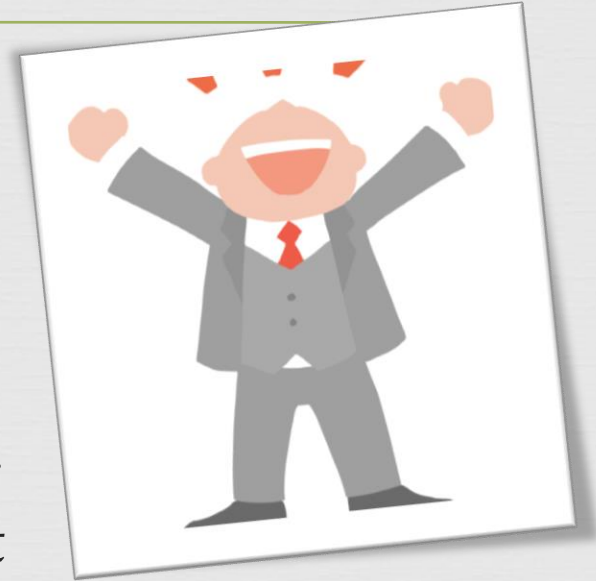


# Cell Phones



Cell phones should always be turned off, especially before entering a building in which a scheduled meeting will take place.

# Office Politics



- ☞ A little self-promotion is good...
- ☞ Too much makes you a braggart
- ☞ Document your successes, bring out for evaluations/promotions/interviews



# Office Politics



- ⌘ Better to tell the truth than be caught in a lie.
- ⌘ Provide help; don't insult
- ⌘ Say what you liked, then state your concerns

# Office Politics



- ☞ “Thank you.”
- ☞ Don’t debate compliments
- ☞ Compliments are good, as long as they bolster the other person

# Cubicle



- ❧ Screensavers
- ❧ Germs
- ❧ Embarrassment
- ❧ Respecting Other's Space
- ❧ Noise Levels
- ❧ Hostile Takeover

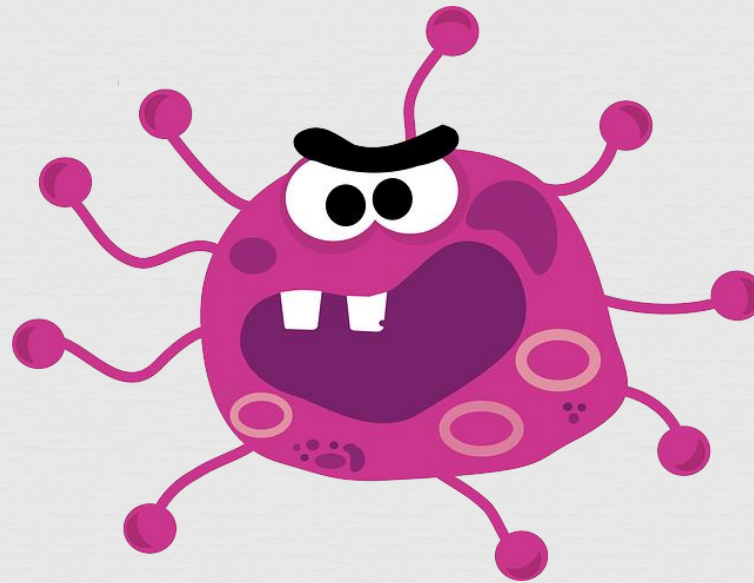


# Screensavers



When your  
coworker in the  
office is always  
reading your  
computer screen  
over your shoulder  
when he comes to  
visit

# Germs



You want to encourage the person with whom you share office space to go home when he is sneezing and coughing to the point of potentially making you and everyone around him sick

# Embarrassment



Wondering what to do when your boss steps in to your office and catches you shopping for personal items online. What do you say when he leers at the screen

# Respecting Other's Space



You need to make a telephone call on your cell phone without disturbing the airspace of those around you.



# Noise Levels



Your coworker in the next cubicle is noisy





# Hostile Takeover



Your office mate has a friend that stops by several times a day to gossip and you feel it is inappropriate

# Special Occasions



- ☞ Birthdays, baby showers, bridal showers, Christmas parties, retirements, funerals...
- ☞ #1 rule: Respect people's wishes

# Special Occasions



- ☞ Gift-giving should be personal, not mandated
- ☞ Downplay birthdays, chip in on weddings/births
- ☞ Honor retirements at work

# Special Occasions



- Some people separate home/work lives
- Weddings are about the couple
- Gift is your choice, but consider the precedent

# Special Occasions



- ☞ It's their choice – honor their wishes
- ☞ “We would like to honor your service, would you be comfortable with that?”
- ☞ Gift should still be given



# Dining



- ❧ When to Start Eating
- ❧ Dietary Restrictions
- ❧ Chewy Conversations



# When to Start Eating



When it is appropriate to begin eating during a meal?



# Dietary Restrictions



Being served food at an event that  
you cannot eat because of

Dietary Restrictions



# Chewy Conversations



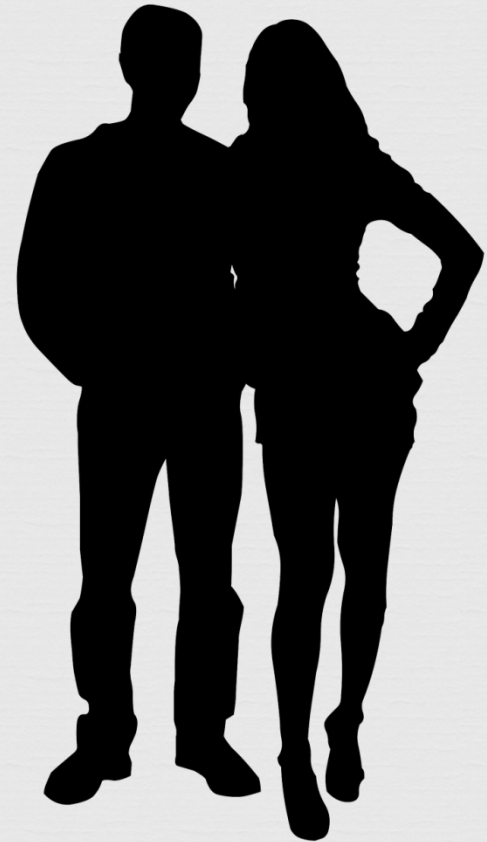
Going out to lunch  
with someone  
who talks with  
food in their  
mouth

# Romantic Involvement



Small World

Office Romance



# Small World



You discover that someone you are now working with is an individual with whom you've had a romantic relationship in the past.

How do you respond when you're reintroduced to that person?



# Office Romance



You're involved in an office romance with a coworker and your boss, who is not aware of the relationship, asks you both to go to a conference together.

Knowing that this will provoke much office gossip, you wonder the best way to maintain your professional demeanor in the face of this request.

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Tuesday, January 23 – 1:00-2:00 pm ET

## **Copyright Investigations for Digital Collections**

Tuesday, January 23 – 2:00-3:00 pm ET

## **A New Reality: The Opioid Epidemic & Kentucky Public Libraries**

Friday, January 26 – 2:00-3:30 pm ET



# *Thank you for attending!*



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