

## Professional Etiquette



### What Is It?

Generally speaking, professional etiquette is the set of unwritten rules around conduct in the workplace or any other professional setting.

### Making a Strong First Impression

#### **Dress**

- Know your industry and the type of attire that may be expected. In some industries and workplaces jeans are fine every day and in some they will never be okay.
- Typically, it is better to be overdressed rather than underdressed.

#### **Meeting New People**

- When meeting someone new, it is recommended that you make eye contact, give a firm handshake, and smile.
  - It is also beneficial to say your full name and repeat theirs to help you remember it, ex: "Hi, John, I'm Jane Doe, nice to meet you."
- When attending professional events where you may meet potential employers, bring a copy of your resume and an idea of questions to ask.

### General Tips

#### **Conversation**

- A good rule of thumb is to try to spend at least as much time listening as you are talking. Do not interrupt others when they are speaking.
- Avoid engaging in gossip or venting with others. You never know who may overhear you.
- Don't overshare about your personal life. It is good to share things about yourself but keep the information you share general and non-controversial. Generally, avoid discussing politics or religion in the workplace.

## **General Tips Continued**

### **Basic Workplace Etiquette**

- Be on time for work. If you are running late, let someone (typically your supervisor) know. If you see it becoming a habit, set your clock to be a few moments early.
- Be respectful of personal space. In office, we tend to find ourselves in close spaces whether you have a private office, a cubicle, shared office, or an open plan, be aware of your volume, the tidiness of your office (especially in a shared space), and any smells (including food) that you may have at your desk.

### **Email**

- Ensure you're including a subject, greeting, message, and closing in emails. Proofread before hitting send.
- Double check the recipient before you send an email. Additionally, consider if using "reply all" is necessary or if you only need to respond to the original sender.
- Be aware of your wording; remember that email does not include the context of your tone of voice or body language.

### **Personal Technology Use**

- Generally, do not have your phone out on a table during a meeting. If you expect an important phone call, let the leader of the meeting know you may need to slip out. If this is the case, keep your phone on vibrate in a pocket or bag or silent if you have it on a table.
- Be aware of how much you use your own phone during the workday at your desk. Avoid regular texting or personal phone calls.
- Be cautious of how you utilize your computer at work. Do not engage in any activity you would not want a supervisor to see.

Contact Career & Employment Services

**Office Locations**

**Library Room 100**

**Phone**

**(406) 657-2168**

**Email**

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