

Handshakes to Emails: Business Etiquette You Should Know

important of business etiquette a first step
According to Hilka Klinkenberg, director
basics of professional etiquette are really
business etiquette and its quiet to putting B
workplace and can even have the uninter
Although this guiding principle is still valid
today's workplace.

Here are a few of the specific dos and don'ts

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Email is so prevalent in many of today's companies that the transmission of jokes, spam and personal notes often constitute more of the messages employees receive than actual work-related material. Remember that your email messages are an example of your professional correspondence.

Professional correspondence does not include smiley faces or similar emoticons. Faxes should always include your contact information, date and number of pages included. They should not be sent unsolicited – they waste the other person's paper and tie up the lines.

Conference-call etiquette entails introducing all the participants at the beginning of the call so everyone knows who is in attendance. Since you're not able to see other participants' body language and nonverbal clues, you will have to compensate for this disadvantage by communicating very clearly.

Be aware of unintentionally interrupting someone or failing to address or include attendees because you can't see them. And finally, don't put anyone on speakerphone until you have asked permission to do so.

Cellphones can be a lifesaver for many professionals. Unfortunately, if you are using a cell, you are most likely outside your office and may be preoccupied with driving, catching a flight or some other activity. Be sensitive to the fact that your listener may not be interested in a play-by-play of traffic or the other events you are experiencing during your call.

Even if you have impeccable social graces, you will inevitably have a professional blunder at some point. When this happens, Klinkenberg offers this advice: Apologize sincerely without gushing or being too effusive. State your apology like you mean it, and then move on. Making too big an issue of your mistake only magnifies the damage and makes the recipient more uncomfortable.

* <http://career-advice.monster.com/in-the-office/workplace-issues/business-etiquette-you-should-know/article.aspx>