

WORKPLACE ETIQUETTE

The ethics that are practiced by an individual, emerge from the process of socialization that cemented values, norms and mores which underpinned human behaviour

The exhibition of a good work ethics, practices, a positive attitude, the observance of workplace standards and the demonstration of professionalism all contribute to the delivery of excellent service.

Good workplace ethics are reflected through:

- Trust
- Loyalty and commitment
- Honesty and respect for one another
- Avoiding conflicts of interest.
- Know what is expected of you
- Punctuality
- Attendance
- Absenteeism
- Good manners
- Respect
- Honesty
- Tolerance
- Team work
- Innovative
- Customer focus
- Continuous work improvement

BREACHES OF WORKPLACE ETHICS

- Cursing
- Excessive workplace gossip
- Drinking on the job
- Leaving without telling anyone/without permission
- Abuse of personal telephone calls
- Eating someone else's food from the fridge
- Bad hygiene
- Personal bad habits
- Wasting resources

USE OF CELL PHONES- EMAIL AND TELEPHONES AT WORK

- Cell phones are disruptive
- You should use good and grammatically correct language while writing e-mails.
- While talking to your seniors or juniors on the telephone, be polite and listen carefully to what they are saying.
- Answer phone calls and e-mails in a timely manner.

SOCIAL NETWORKING

Limit your social activities in the virtual world, while you are at work.

TIPS ON WORKPLACE ETIQUETTE

- Punctuality
- Dress Appropriately
- Stay away from gossip
- Greeting People
- Respect People (religion, opinions)
- Respect your seniors and colleagues
- Avoid wearing strong scents (perfumes, deodorants)
- Be sociable
- Avoid telling jokes that could be consider offensive or sensitive
- Seek to discuss and solve problems
- Avoid speaking loudly
- Conduct yourself appropriately
- Be very careful while interacting with the other employees and especially with female employees
- Avoid intimate relationships