



TPCTM Global
Training for Professional Competence

Mastering Office Etiquette

Essential for fostering a productive and harmonious workplace, boosting professionalism and team cohesion, and contributing to a positive company culture, office etiquette significantly impacts employee satisfaction and retention.



Professional Communication



Email

Use clear subject lines and concise content. Aim for prompt replies within 24 hours.



Meetings

Arrive punctually, ideally 5 minutes early. Practice active listening and provide concise input.



Phone Calls

Conduct private conversations in designated areas at a low volume. Use professional greetings.

Avoid jargon; studies show that 80% of misunderstandings stem from poor communication.

Shared Spaces & Common Courtesy



Kitchen

Clean up after yourself to avoid conflicts. Studies show 95% of office conflicts start in the kitchen.



Restrooms

Maintain cleanliness and report any issues promptly.



Conference Rooms

Book accurately, end on time, and tidy up after use.

Remember to respect personal space; maintain an 18-48 inch personal zone.

Professional Demeanor



Dress Code

Adhere to company guidelines.
Ensure you are well-groomed.



Punctuality

Arrive on time for work and all
scheduled engagements.



Tone

Maintain polite, respectful, and calm
interactions.

Manage personal calls discreetly; 78% of employees find loud calls distracting.

Digital & Remote Etiquette

- Virtual Meetings: Mute when not speaking, use a professional background.
- Instant Messaging: Be concise and respect working hours.
- Social Media: Avoid company-sensitive posts. Maintain a professional online image.



Respect & Inclusivity

Active Listening

Give your full attention to colleagues when they are speaking.

Diverse Perspectives

Value different viewpoints and backgrounds.

Confidentiality

Protect sensitive company and colleague information.

Use inclusive language; avoid slang or terms that may exclude others.

Managing Noise & Distractions

1 Headphone Use

Avoid distracting music and be aware of your surroundings.

2 Personal Conversations

Keep the volume low and move to private areas if necessary.

3 Phone Rings

Set your phone to vibrate or silent during work hours.

4 Unnecessary Interruptions

Respect focus time for others and minimize disruptions.

Benefits of Strong Etiquette

- Fosters respect and trust among colleagues.
- Enhances productivity and collaboration (with potential increases up to 25%).
- Improves professional reputation and career growth.
- Creates a positive and inviting work environment.