



Kurdistan Regional Government
Council of Ministers

BUSINESS ETIQUETTE

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MAKING POSITIVE IMPRESSION

- ✓ **Stand straight, make eye contact, turn towards people when they are speaking, and genuinely smile at people.**
- ✓ **Follow office dress code** (perhaps dressing a step above the norm for your office.)
- ✓ **Your briefcase or bag and the things you carry in them say something about you** (Messy items may detract from the image you would like to present)
- ✓ **Shake hands palm to palm with a gentle firmness**
- ✓ **Be alert** (Sleepiness looks bad in the workplace)
- ✓ **Kindness and courtesy count**
- ✓ **Arrive early to work each day**

PEOPLE

- ✓ **Learn names and learn them quickly**
 - People know when you don't know their names and may interpret this as a sign that you don't value them
- ✓ **Don't make value judgments on people's importance in the workplace**
 - Treat people as you would like to be treated
- ✓ **Think about how you treat your supervisor(s), peers, and subordinates**
 - Would the differences in the relationships, if seen by others, cast you in an unfavorable light?
- ✓ **What you share with others about your personal life is your choice, but be careful**
 - Don't ask others to share their personal lives with you
- ✓ **Respect people's personal space**
 - This may be very different than your own

COMMUNICATION

- ✓ Return phone calls and emails within 24 hours
- ✓ Ask before putting someone on speakerphone
- ✓ Personalize your voice mail
- ✓ Emails at work should be grammatically correct and free of spelling errors
- When emailing, use the subject box, and make sure it directly relates to what you are writing
- Never say in an email anything you wouldn't say to someone's face

MEETINGS

- ✓ **Meetings in someone's office, don't arrive more than five minutes early**
- You may make them uncomfortable, and that is not a good way to begin your meeting
- ✓ **Don't arrive late...ever**
- If you are going to be late, try to let someone know
- ✓ **When a meeting runs late and you need to leave be prepared to explain why**
- ✓ **Do not interrupt people**
- ✓ **There is a time and place for confrontation**
- A meeting is almost never that place

WORK-PLACE

- ✓ **Keep the space professional and neat with appropriate personal touches**
- ✓ **Whether it is a cubicle or office, respect others' space**
 - Don't just walk in; knock or make your presence gently known
- ✓ **Don't interrupt people on the phone, and don't try to communicate with them verbally or with sign language**
- ✓ **Limit personal calls**
- ✓ **Learn when and where it is appropriate to use your cell phone in your office.**
- ✓ **Food consumption should generally be regulated**

INTERNATIONAL BUSINESS ETIQUETTE

- ✓ **Knowing the language makes an excellent impression on the people you are doing business with**
- ✓ **Be mindful of time zones**
 - You don't want to wake someone up on their cell phone or call someone with an unreasonable deadline or concern at an awkward time of day for them
- ✓ **As there is no standard global work day, you should keep in mind that work hours vary from country to country**
- ✓ **Know the holidays that will be observed, and be respectful of the time surrounding the holidays, as people may be less available**
- ✓ **Meals can be extremely crucial in making a positive international business etiquette impression**

THANK YOU

Vigilantly observe the corporate culture in which you work, and be aware that change will happen. Your eyes and ears are your best resource in this learning process!