Etiquette

SLO # 4 broad education to understand impact
SLO # 5 multi-disciplinary teams
SLO # 6 professional and ethical responsibility
SLO # 7 communicate effectively
Why Etiquette in Engineering Communications?

• Shows respect.
• Make colleagues comfortable.
• Creates safe environment.
• Develops trust (e.g., for external interaction customers, vendors, etc.).
Dining Etiquette

- Table manners
- Food & Drink Choices
- Seasoning
- Posture
- Cutlery
- Sitting at table
- Conversations
- Hand shaking
- Paying
Employment Etiquette

• Be friendly not BFFs with co-workers
• Swearing in the work place
• Political Correctness
• Reprimands
  – Never via e-mail
  – Action not person
• Chain of command
• Cell phones and ear buds
E-mail Etiquette

• Do not “Hey” any professional…ever
• Salutations and closings are not necessary
• Only use a signature for initial contact
• Grammar counts…always…for the rest of your life
• Have a descriptive subject line
• No emoticons in business… 😞
• Be concise
• Do not weaken self (apologize, bother, just)
• Do state due dates
Employment Etiquette

- Be five minutes early
- Be prepared and well researched
- Be supportive
- Avoid cynicism and sarcasm
- Do not complain
- Ask for more work (show initiative)
- No smelly foods, cologne, perfume, etc.
Etiquette with Colleagues

- Show appreciation
  - Do not undervalue the “thank you” note
- Understand the concept of “different not wrong”
- Avoid insults (obviously, basically, crazy, etc.)
- Take responsibility
- Keep your word (even on the small stuff)
- Learn to apologize sincerely (not – I am sorry that you feel that way)
Etiquette with Colleagues

- Avoid being passive-aggressive
- Accept that “no” is a complete and correct answer
  - “but why” is unacceptable
- Understand when and if opinion is relevant
Etiquette in Different Cultures

• http://www.executiveplanet.com/