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Manners and Etiquette

Both manners and etiquette revolve around human behaviour and are often used interchangeably, but two are different and shouldn't be confused.

- Manner is a way of behaving or conducting oneself, especially with respect to social norms and politeness.
- It is a way of behaving, especially towards other people, that is considered to be polite, respectful, or dignified.
- Manner reflects one's family background, education, home environment, commonsense, culture, human quality

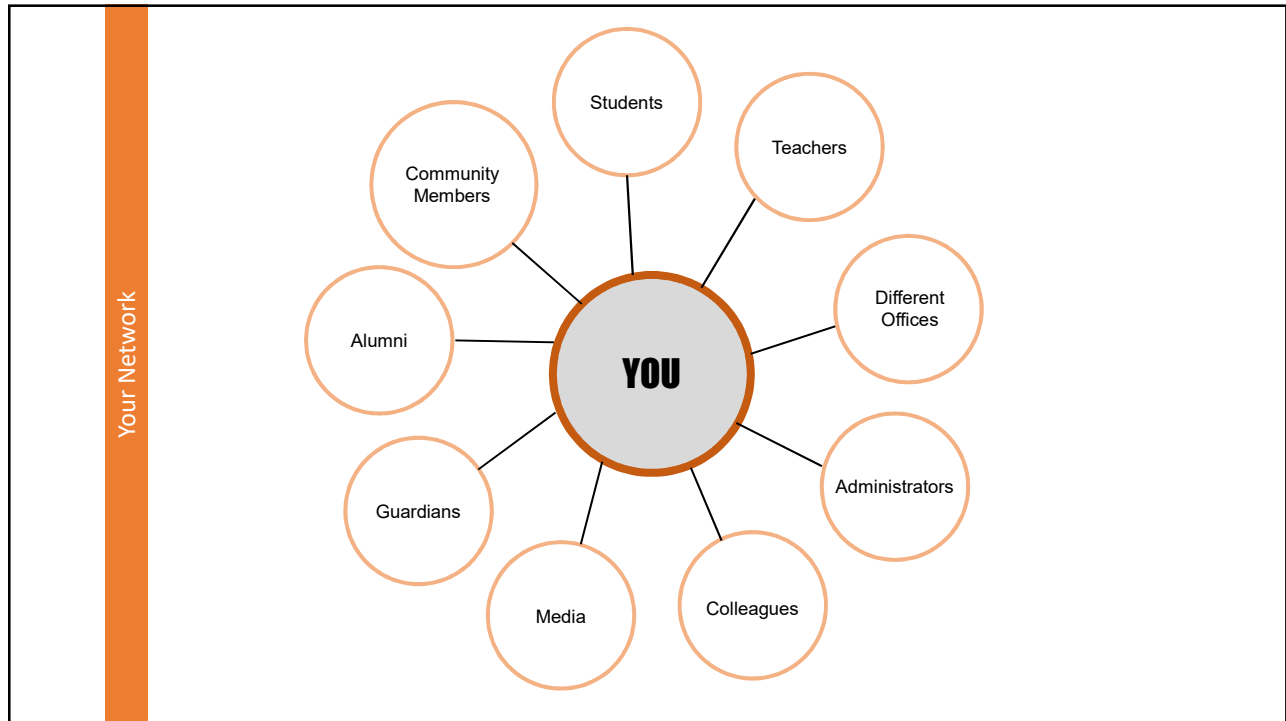
- ➔ Manners allow people to present himself/herself in a positive way to others.
- ➔ Etiquette is the customary code of polite behaviour in a society or among members of a particular profession or group.
- ➔ It typically involves the use of good manners and consideration for others.



Differences between **Manners** and **Etiquette**

- Manners are the basic general principles of politeness or polite behaviours and courtesies that we use in social situations and are expected of us in our day-to-day life.
Etiquette on the other hand is a set of specific rules, regulations, and customs that are expected in particular social situations, often related to a certain profession or culture.
- Manners are a reflection of our character, **etiquette is a reflection of our culture.**
- Manners are more individual and can be adapted according to the situation
While etiquette is more structured and should be followed exactly as it is laid out.
- Manners are flexible and can be adapted to different cultures, **while etiquette is much more rigid and is often specific to a certain culture.**





Benefits of Good Manners

- Make a positive and lasting impression on others
- Strengthen relationships
- Improve self-confidence
- Avoid potential conflict
- Make a positive contribution to society
- Respect for yourself and those around you
- Give you a professional edge in the workplace
- Promote an atmosphere of tolerance and understanding.
- Promote civility and politeness in society.

Different Types of Etiquette

Etiquette and manners go hand in hand. You will find several etiquette for different situations.

Social etiquette is the set of conventions and expectations governing how people should behave in social situations.

It involves a set of unwritten rules and includes practices such as using polite language, making introductions, table manners, and respecting personal space.

Essential for building positive relationships and maintaining a respectful atmosphere in any setting. Social etiquette can help you make a good impression, avoid offending others, and create a more harmonious social environment.



Different Types of Etiquette

Professional Etiquette

- **Attire:** Dress appropriately, should align with the culture and expectations of your organization.
- **Punctuality:** Being on time for meetings, classes, and work is essential.)
- **Respectful Communication:** Polite and respectful language when interacting with colleagues, students, superiors. Avoid offensive or derogatory comments. [Be mindful of body language.](#)
- **Follow workplace policies and procedures**
- **Active Listening:** Full attention when someone is speaking. Show interest by nodding and asking relevant questions.
- **Teamwork:** Collaborate effectively with colleagues, students, and staff. Value diversity of thought and skills.
- **Privacy and Confidentiality:** Respect the privacy and confidentiality of sensitive information shared within the organization.



Different Types of Etiquette

Professional Etiquette

- **Meeting Etiquette:** Arrive on time, contribute to discussions, and avoid interrupting others during meetings.
- **Professional Development:** Continuously update your skills and knowledge to stay relevant in your field.
- **Appreciation:** Appreciate colleagues, employees, student; express gratitude (sometimes by sending thank-you notes) for favors or assistance.
- **Time Management:** Prioritize tasks, set deadlines, and manage your time efficiently to meet responsibilities.
- **Adaptability & Flexibility:** Be open to change and adapt to new technologies, strategies, or work environments. Demonstrate flexibility when needed
- **Office Cleanliness:** Keep your workspace neat and organized, respecting common areas' cleanliness.



Different Types of Etiquette

Professional Etiquette

- **Mentoring:** Offer guidance and support to junior colleagues or students, helping them grow professionally.
- **Table Manners:** If applicable, exhibit proper table manners during official/business lunches or dinners. Be mindful of your behavior in social settings.
- **Email Etiquette:** Write professional emails with clear subject lines, proper salutations, and concise, well-structured content.
- **Phone Etiquette:** Introduce yourself first while calling. Answer calls promptly and with a courteous greeting. Keep your voice calm and professional.
- **Conflict Resolution:** Address conflicts respectfully and constructively. Seek solutions through open dialogue and compromise.
- Stay organized
- Follow workplace policies and procedures



Different Types of Etiquette

Introductions Etiquette

- Maintain eye contact.
- Smile and be friendly.
- Shake hands firmly
- Speak clearly and confidently.
- Use the other person's name.
- Use correct titles and honorifics.
- Stand up for a formal introduction.
- Wait for the other person to introduce themselves first.
- Ask questions to show interest.
- Follow up with a thank you or goodbye.



Different Types of Etiquette

Conversations Etiquette

- Listen attentively and avoid interrupting
- Refrain from bringing up controversial topics or topics that make others uncomfortable
- Speak with respect and avoid using offensive language.
- Be mindful of nonverbal cues
- Refrain from dominating/monopolizing the conversation
- Respect the other person's beliefs and opinions with an open mind
- Keep an open mind when engaging in conversations
- Be sure to ask questions and show genuine interest
- Be aware of the other person's time constraints



Different Types of Etiquette

Conversations Etiquette (Contn'd)

- Always be polite and courteous to everyone you meet.
- Use appropriate language and always be respectful.
- Address people by their names and appropriate titles.
- Respect other cultures, customs and beliefs.
- Offer others your full attention when they are speaking.
- Apologize when you make a mistake.
- Avoid gossiping or talking about others in a negative way.
- Refrain from engaging in overly personal conversations.
- Thank people for their help and kindness.
- Refrain from criticizing or complaining.



Different Types of Etiquette

Meeting Etiquette

- Arrive Early: Get to the meeting on time, or even a few minutes early
- Greet Everyone (with a smile and a handshake)
- Stay Focused and pay attention to the conversation, avoid checking your phone
- Participate: Contribute to the conversation by offering your opinion or feedback
- Listen to what others are saying and ask relevant questions
- Be Respectful of others' opinions and maintain a supportive and friendly atmosphere
- Keep the discussion on-topic and avoid deviating off-topic



Different Types of Etiquette

Meeting Etiquette (Cont'd)

- Dress appropriately and maintain a professional demeanor
- Keep an open mind for new ideas and maintain a positive attitude
- Be prepared for the meeting with materials or information you may need
- Avoid interrupting, let the speaker finish their thought
- Ask questions to clarify points and make sure everyone is on the same page
- Take notes during the meeting so you can refer back to them later
- Take responsibility for any mistakes or misunderstandings



Different Types of Etiquette

Mobile Etiquette

- Respect others, be mindful of who you are speaking to and the environment you are in.
- Don't talk too loud
- Turn off ringer/Use Vibration mode as per the situation/places
- Don't text/call and Drive
- Don't Call at Inappropriate Times
- Don't share personal information over the phone or text message.
- Be Courteous: Be polite and respectful in all of your conversations.
- Respect others' equipment/privacy: Don't damage or tamper with or peep into other people's phones



Different Types of Etiquette

Network Etiquette

- Respect other users' privacy
- Do not send unsolicited emails, or spam
- Use appropriate language when communicating
- Be courteous when communicating with others
- Always use secure passwords
- Do not spread malicious content
- Treat others online as you would like to be treated.
- Be aware of cyberbullying and refrain from participating in it.



Different Types of Etiquette

Network Etiquette (Cont'd)

- Refrain from posting inappropriate content.
- Respect the intellectual property of others
- Refrain from posting false or misleading or unverified information
- Follow applicable laws and regulations.
- Refrain from engaging in illegal activities.



Different Types of Etiquette

Dining/Table Etiquette

Dining etiquette refers to the rules of polite behavior one should follow while eating a meal. These rules may vary from culture to culture

- Keep your elbows off the table.
- Don't speak with your mouth full.
- Wait until everyone has been served or seated before starting to eat.
- Use the utensils provided to you.
- Don't be overly loud or disruptive.
- Say please and thank you when ordering or when requesting something









Different Types of Etiquette


Dining/Table Etiquette

- Chew with your mouth closed and don't talk with food in your mouth
- Place your napkin on your lap and keep it there throughout the meal
- Respect the portion sizes served and don't take more than you need
- When you're finished eating, place your utensils on your plate in the "resting" position
- Don't leave the table until everyone is finished eating









Some Important Etiquette to be maintained

 Washroom	 Driving/Road	 Telephone
 No Littering	 No Noise	 Help



Some good manners

Please 	Sorry 
Thank you 	Hello 
Excuse me 	You're welcome 

Thank you!