

Worksheet: Mastering Etiquette for Professional Success

Name: _____ Date: _____

Part 1: Communication Best Practices

1. Email Etiquette:

- Provide an example of a good subject line for an email to a potential client:

- List three key elements of a professional email signature:

1. _____

2. _____

3. _____

2. Meeting Etiquette:

- What are two ways you can demonstrate active listening during a meeting?

1. _____

2. _____

- What are two important differences between in person and virtual meeting etiquette?

1. _____

2. _____

3. Informal Communication:

- Describe a strategy for handling a difficult conversation in the workplace:

- What are two ways to avoid gossip in the workplace?

1. _____

2. _____

Part 2: Context & Culture

1. Variations in Expectations:

- Give an example of how etiquette might differ between a formal and informal setting:

- Why is it important to be aware of generational differences in workplace communication?

- What is one cultural difference regarding etiquette that you will now be more aware of?

2. Discussion Reflection:

- Summarize your key takeaway from the discussion on the flexibility of social expectations in the workplace:

- Which etiquette practice do you consider most important, and why?

Part 3: Etiquette's Impact & Application

1. Fostering a Positive Work Environment:

- How can adhering to etiquette standards contribute to building trust and respect among colleagues?

2. Potential for Inequality:

- Explain how rigid etiquette standards might create barriers for individuals from diverse backgrounds:

- What is one way that you can help promote inclusive etiquette standards?

3. The Power of Gratitude:

- What are the three key elements of an effective thank you note?

1. _____

2. _____

3. _____

4. Action Items:

- Write one action item that you will implement based on what you have learned from this workshop.

Bonus:

- Reflect on the "Etiquette Mishap" icebreaker. Did any of the stories shared change your perspective on etiquette? If so, how?
