

Interactive Etiquette Activities and Work Dimensions in Secondary Language Learners: A Study

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Abstract

Etiquette in simpler words is defined as good behavior which distinguishes human beings from animals. Human Being is a social animal and it is really important for him to behave in an appropriate way. Etiquette refers to behave in a socially responsible way. Etiquettes is a code of behavior that delineates expectations for social behavior according to contemporary conventional norms within a society, social class, or group. The French word etiquette, literally signifying a tag or label, was used in a modern sense in English around 1750. Etiquette has changed and evolved over the years. It is essential for an individual to behave in a responsible manner acceptable to the society. People around us must not feel embarrassed by our behaviour. One should not behave irrationally or illogically in public.

Key words: Behaviour; Social animal; Etiquette; Society; Public

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“Etiquette refers to guidelines which control the way a responsible individual should behave in the society. Etiquette transforms a man into a gentleman”.

1. MANNERS AND ETIQUETTE

Both of these go hand in hand, but are not the same. Etiquette is a set of rules dealing with the exterior form. Manners are an expression of inner character. According to Emily Post, perhaps the most influential American writer on etiquette in the twentieth century, “manners are made up of trivialities of deportment which can be easily learned if one does not happen to know them; manner is personality—the outward manifestation of one’s innate character and attitude toward life.” Manners are common sense, a combination of generosity of spirit and specific know-how. Rules of etiquette are the guiding codes that enable us to practice manners. Most commentators would agree with Emily Post and add that rather than being stiff, rigid rules, proper etiquette is meant to help people get along with each other and avoid conflict. Respect, kindness, and consideration form the basis of good manners and good citizen-ship. Etiquette becomes the language of manners. Rules of etiquette cover behavior in talking, acting, living, and moving; in other words, every type of interaction and every situation.

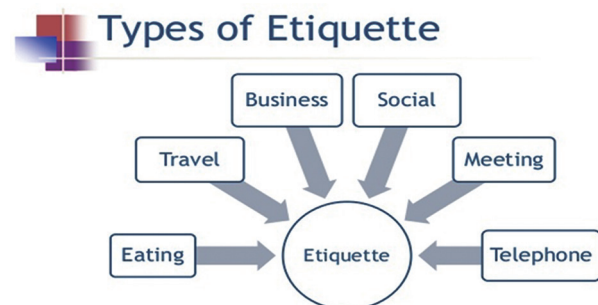


Figure 1
Types of Etiquette

- a) **Social Etiquette**—Social etiquette is important for an individual as it teaches him how to behave in the society.

- b) **Bathroom Etiquette**—Bathroom etiquette refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. Make sure you leave the restroom clean and tidy for the other person.
- c) **Corporate Etiquette**—Corporate Etiquette refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. Don't loiter around unnecessary or peep into other's cubicles.
- d) **Meeting Etiquette**—Meeting Etiquette refers to styles one need to adopt when he is attending any meeting, seminar, presentation and so on. Listen to what the other person has to say. Never enter meeting room without a notepad and pen. It is important to jot down important points for future reference.
- e) **Telephone Etiquette**—It is essential to learn how one should interact with the other person over the phone. Telephone etiquette refers to the way an individual should speak on the phone. Never put the other person on long holds. Make sure you greet the other person. Take care of your pitch and tone.
- f) **Eating Etiquette**—Individuals must follow certain decorum while eating in public. Don't make noise while eating. One should not leave the table unless and until everyone has finished eating.
- g) **Business Etiquette**—Business Etiquette includes ways to conduct a certain business. Don't ever cheat customers. It is simply unethical.
- h) **Clothing Etiquette**—One must dress as per the occasion. Avoid wearing jeans, shorts, T-shirts, or sleeveless dresses to work. Follow a professional dress code.
- i) **Meeting Etiquette**—It is important for an individual to find a place in the society and behave appropriately in the public to earn respect and appreciation. During the meetings and discussions Meeting Etiquette is very important.
- j) **Internet and E-Mail Etiquette**—“Netiquette” also called Internet etiquette refers to a set of rules an individual needs to follow while communicating through mails sharing views on online portals.

2. CORPORATE ETIQUETTE - DO'S AND DONT'S

It is essential for every individual to behave in a socially acceptable way.

Etiquette refers to good manners which help an individual leave his mark in the society.

An individual must know how to behave at the workplace. There is a huge difference between college

and professional life. One needs to be disciplined at the workplace.

3. NEED FOR ETIQUETTE

Etiquette makes you a cultured individual who leaves his mark wherever he goes.

- Etiquette teaches you the way to talk, walk and most importantly behave in the society.
- Etiquette is essential for an everlasting first impression. The way you interact with your superiors, parents, fellow workers, friends speak a lot about your personality and up-bringing.
- Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty to the individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

4. CORPORATE ETIQUETTE REFERS TO SET OF RULES AN INDIVIDUAL MUST FOLLOW WHILE HE IS AT WORK

One must respect his organization and maintain the decorum of the place. Corporate Etiquette refers to behave sensibly and appropriately at the workplace to create an everlasting impression. No one would take you seriously if you do not behave well at the workplace. Remember we can't behave the same way at work place as we behave at our homes. One needs to be professional and organized.

It is important to behave well at the workplace to earn respect and appreciation.

5. LET US GO THROUGH SOME DO'S AND DON'TS AT WORKPLACE

- **Never adopt a casual attitude at work.** Your office pays you for your hard work and not for loitering around.
- **Don't peep into other's cubicles and workstations.** Knock before entering anyone's cabin. Respect each other's privacy.
- **Put your hand phone in the silent or vibrating mode at the workplace.** Loud ring tones are totally unprofessional and also disturb other people.
- **Don't open anyone else's notepads registers or files without his permission.**
- **It is bad manners to sneeze or cough in public without covering your mouth.** Use a handkerchief or tissue for the same.

- Popping chewing gums in front of co workers is simply not expected out of a professional.
- **Stay away from nasty politics at the workplace.** Avoid playing blame games.
- **Keep your workstation clean and tidy.** Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching.
- **Never criticize or make fun of any of your colleagues.** Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.
- **Take care of your pitch and tone at the workplace.** Never shout on anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally.
- **Never attend meetings or seminars without a notepad and pen.** It is little tough to remember each and everything discussed in the meeting. Jot down the important points for future reference. Wait for your turn to speak.
- **Pass on information to all related recipients in the desired form.** Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.
- **Reach office on time.** One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.
- **No organization likes to have a shabbily dressed employee.** Shave daily and do not use strong perfumes.
- **Never wear revealing clothes to work.** Body piercing and tattoo are a strict no at the workplace. Females should avoid wearing heavy jewellery to work.
- Don't pass lewd comments to any of your fellow workers.
- **While having lunch together, do not start till the others have received their food.** Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public.

- Respect your fellow workers and help them whenever required.
- It is unethical to share confidential data with external parties and any other individual who are not related to the organization. Data in any form must not be passed to anyone outside the organization.
- Office Stationery is meant to be used only at work. Taking any office property back home is equivalent to stealing.
- **Make sure you turn off the monitor while you go out for lunch or tea breaks.** Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.
- Don't bring your personal work to office. Avoid taking kids to the office unless and until there is an emergency.
- **Park you car in the space allocated to you.** Don't park your vehicle at the entrance as it might obstruct someone's way.
- **Never ever drink while you are at work.** Smoke only in the smoking zones.
- Do not leave the restroom with taps on.
- Female Employees should stick to minimal make up.

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