

# HOW NOT TO GET FIRED

## Professional Etiquette

### What is Professional Etiquette?

Professional etiquette is a set of expected **BEHAVIORS** for **INDIVIDUAL ACTIONS** in a given setting. Within a **PLACE OF BUSINESS**, it involves presenting oneself in a professional manner as well as treating **COWORKERS** and **CLIENTS** with respect and courtesy in a way that **CREATES** a pleasant **WORK ENVIRONMENT** for everyone.

### Why is it Important?

Professional etiquette provides a set of expected behaviors within which people can operate as they work, collaborate and communicate with others. As you engage with professionals, you build a trusted reputation of excellence by consistently showing others that you are respectful, credible and responsible, and that you have a friendly “can do” attitude. Your professional etiquette could be the deciding factor between you getting the job and it going to another candidate. So make your first impressions count!

## BOUNDARIES

### Do...

Establish work relationships

Be mindful of your role at work events and parties

Clean up after yourself

Check in with your supervisor when work is slow

Be ethical

### Don't...

Bring personal matters into the workplace

Forget that your behavior reflects on you, your co-workers and the organization

Expect an office maid

Assume that doing homework or using social media on the job is acceptable

Misuse work resources or take food items that belong to others

## EMAIL

### Do...

Create a professional email address

Have a clear subject line

Include your signature and contact information

Leave the “To” field blank until you’ve completed your message

Spell check, grammar check and proofread

Respond to emails within 48 hours

### Don't...

Use TXT Language

Use emoticons/emojis

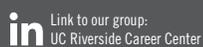
Use “Reply All,” “CC” and “BCC” haphazardly

Write in ALL CAPS

Vent your frustrations or emotions

Send personal emails

*#UCRCareerReady #HireHighlanders*



## PHONE AND VOICEMAIL

### Do...

Speak clearly, audibly and use the person's name throughout the call

Have a clear idea/purpose for the call

Leave a message with your name, email and phone number (repeated twice)

Cover one topic per voicemail message

Follow up via email after call

Maintain your voicemail inbox to avoid a full inbox

### Don't...

Use slang/text words

Take calls in a noisy environment

Keep the person on hold for long periods of time

Use your cell phone during work hours

Leave long voice messages

Forget to return calls within 24 hours

## SOCIAL MEDIA

### Do...

Remain professional (If you would not say it in person, do not say it on social networking sites.)

Use proper grammar

Keep track of your digital footprint by maintaining/updating your accounts

Promote yourself by sharing articles, videos, blog posts and other content

Use LinkedIn and other professional sites when reaching out to employers

### Don't...

Share too much information (TMI)

Post inappropriate comments or photos

Neglect to proofread social media posts

Forget that people may have a different sense of humor than you

Badmouth competitors

## IN-PERSON MEETINGS

### Do...

Show up on time

Prepare projects and possible problem-solving solutions

Listen actively

Contribute by asking questions and offering ideas

Have a learning attitude

Follow up with any agenda items quickly

### Don't...

Play with your mobile device or answer calls/texts

Doodle

Act like a know-it-all

Keep yawning or fall asleep

Have side conversations

Be disruptive

## SICK AND VACATION DAYS

### Sick Do's...

Ask your supervisor what s/he prefers regarding emails, voice messages and direct calls

Consider those who need to know, including team members who organize appointments

Avoid the Monday/Friday sick day pattern

### Vacation Do's...

Plan ahead and remind your supervisor a week in advance

Know your work cycle

Follow workplace procedures and add all vacation days to your work calendar