



# Business Etiquette



Self-Guided Learning Program

# Overview



## Introduction

What is etiquette and why should you care? Etiquette is defined by Merriam-Webster as “the conduct or procedure required by good breeding or prescribed by authority to be observed in social or official life.”

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet—or find out about when they do not meet them.



## Test Your Knowledge

*Read the question, then click on the answer.*

Which of the following manager behaviors may promote an undesirable expectation to employees?

A. Arriving at work exactly when your shift starts and leaving exactly when your shift ends.

B. Minimizing personal calls and texts at work.

C. Knocking before entering an employee's work area.

D. Refraining from talking about others when they are not present.

