

A great leader is someone who can motivate their team and follow management best practices for success. Codes of Conduct is the process by which a company gets its employees to produce the greatest results with the least amount of effort using the resources available to them.

Employee Etiquette

Employee etiquette refers to codes of conduct an individual should follow while at work.

Let us go through some employee etiquette:

- **Respect your organization to expect the same in return.** Don't treat your organization as a mere source of earning money. Remember your organization is paying you for your hard work and not for gossiping and loitering around.
- **Reach office on time.** If your office timing is 9 AM, make sure you are there at 8.50 AM. It is essential to be disciplined at the workplace.
- **Leave all your personal problems out the moment you step in the office.** It is unprofessional to mix personal and professional life. Keep them separate.
- **Greet your fellow workers with a smile.**
- **Follow the professional dress code.** Never wear anything which shows much of your skin. Female employees should not wear revealing dresses or deep neck blouses to work.
- **Never ever enter office under the influence of alcohol.** It is an offence.
- As a responsible employee you have no rights to share confidential information with any of the external parties under any circumstances. Data in any form must not be leaked to anyone who bears no relation with the organization.
- **Keep your cell phones in the silent mode to avoid disturbing others sitting around you.** Loud ring tones at the workplace are a strict no no. Avoid long personal calls during office hours. Wearing ear buds at the workplace is unacceptable.
- Keep your workstation free of unwanted documents and files. Avoid having lunch at your desk. It creates mess.
- **Learn to own your mistakes.** Stick to your statements. Stay away from blame games and nasty politics at the workplace. Remember conflicts and misunderstandings lead you nowhere. It is always better to discuss issues face to face and reach to a mutually acceptable solution.
- **While communicating through emails, make sure your boss is in the loop.** It is foolish to hide things from him/her. Master the art of writing emails. Emails must be self explanatory and a clear reflection of one's thoughts.
- **Respect your fellow workers.** Help them whenever required. Never give them wrong suggestions.
- **Treat all your fellow workers as one irrespective of their education and designation in the organization.**
- **Never take undue advantage of your position.** Do not ask for personal favors from your subordinates. Too much of friendship at the workplace is bad.
- **Respect each other's privacy.** Do not open envelopes not meant for you. It is bad manners to read your colleague's email or check his messages.
- **Stay away from controversies.** Do not spread rumors around. It is strictly unprofessional.

Supervisory Etiquette

Good etiquette is just as important at work as it is in social settings. Practicing good workplace etiquette can help you model appropriate behavior for your staff and enhance your effectiveness as a supervisor. Understanding a few basic principles of supervisory etiquette can help you avoid problems and earn the respect of your subordinates.

Don't Raise Your Voice

Yelling and screaming at employees isn't very polite and is an ineffective way to communicate your message. When you yell, people tend to become angry and may tune you out, missing the point of your tirade. Being yelled at can be a humiliating experience that is likely to cause feelings of bitterness and resentment in employees. You may be perceived as lacking in professionalism by your superiors if you handle problems by yelling. If remaining under control is a problem for you, postpone your meeting with your employee until you are confident that you can calmly discuss the issue. Focus on the facts of the problem and the actions you want the employee to take without resorting to name calling or threats.

Treat Employees with Respect

Treating employees with respect involves taking the time to listen to the other person's point of view. Respect involves more than just listening but actually considering the points that your employee makes. Quickly dismissing employee concerns, complaints or suggestions tells your employees that you don't value their feelings or their contributions. Respect also involves understanding that employees have personal lives and responsibilities. While it may be necessary for your employees to work additional hours at times, it is important to take into consideration employee obligations and allow them some flexibility in completing work that extends beyond the normal workday.

Be Friendly

Greeting employees and engaging in small talk isn't just good etiquette, it's a good business practice. While engaging in deeply personal conversations may be a bad idea, interacting with staff and occasionally participating in conversations that don't relate to work can help you bond with your team. Discussions about the weather or a weekend golf trip provide a connection that causes employees to view you as believable, likable and trustworthy.

Deliver Bad News in Person

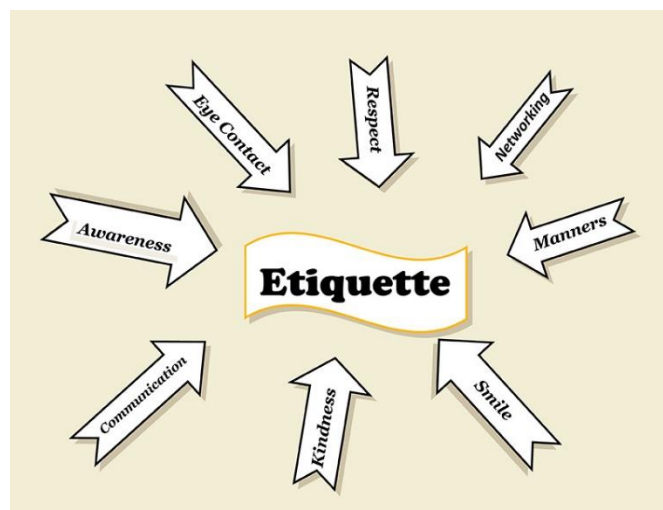
Delivering bad news can be unpleasant, particularly if you expect an emotional reaction from an employee. While it might be more comfortable for you to avoid an uncomfortable situation by sending an email or leaving a voice mail, delivering bad news is a job that should be done in person. Speaking to your employee one-on-one shows that you respect her and aren't afraid to face a difficult situation. It's perfectly acceptable to send an email or leave a voice mail requesting that your employee stop by your office, but leave details about layoffs or weekend work until you can talk to her in person.

Customer Service Etiquette: How to Keep Your Customers Happy

Making a customer happy is not always easy, so what can we do to help?

- **Think Before You Speak.** Keep your tone friendly, even if you're having a bad day. Stay calm.....
- **First Impressions Create Lasting Impressions.** Begin and end every encounter on a positive note. Listen well to the customer before you respond and don't enter the customer's physical space.
- **Be Polite.** It takes a lot less energy to be kind, so remain professional at all times (control your own body language). This could make the difference keeping an unhappy customer from moving on to the competition. Acknowledge the problem and Get the facts....
- **Be Creative.** Search for solutions the customer may not have considered. Offer a solution if possible.
- **Be Honest.** If your customer has a problem that you can't fix, tell them up front. Under-promise and over-deliver whenever possible. Know the IC codes or look them up to provide to the customer.
- **Be Thorough.** Ask questions to better understand the customer grievance or problem. Follow through on all that you promise to deliver. Share the game plan with your customers and make sure you do everything you say.
- **Follow Up.** Once you have solved a problem, make sure you follow up to ensure the customer is not just satisfied but pleased with the results. Exceed customer expectations.

Think the Golden Rule when it comes to customer care: Treat others only in the way you want to be treated.



Changing Workplace

Here is a checklist that can help you decide if you have issues at work that could cause problems for you.

Do you agree with any of the following?

- I am having problems getting along with my co-workers.
- I can't talk to my boss without getting upset.
- I dread going to work in the morning.
- I am afraid I will be fired from my job.
- Sometimes I can't concentrate at work because of the problems I have at home.
- I have missed work and have been late for work a lot this year and that's not like me. I never miss work.
- The long hours at work are getting to me. I'm tired all the time.

If you agreed with one or more of the above statements, you may need help

Stress

Fifty years ago, the term "stress" was not a typical topic of conversation. Today, "stress" has become a household word. We talk about stress at work or stress in our families, as if we know what the term means. Yet, stress is a very misunderstood concept.

One popular myth is that stress is "all in your head." In fact, stress may begin with our attitudes, but the end result is purely physical. Our body tells us we are under stress long before our head understands what is happening. We find ourselves eating too much or too little; our sleep is disturbed; our heart races; our blood pressure increases. Regardless of the source, it all adds up to the same thing – stress.

How is health is affected? Stress actually lowers our body's natural resistance to common viruses. Also, stress (in combination with other health risk factors such as high cholesterol, hypertension, being overweight, smoking, and drinking) can increase the risk for coronary heart disease. This is serious business!

Stress also interferes with our ability to function. High levels of stress affect our concentration at work. Have you ever wished you could accomplish more but your mind was “elsewhere?” Chances are stress was the culprit.

Remember, if you don't learn to manage the stress you have, the stress you have will manage you.

Here is a simple checklist to assess when your stress levels are too high:

- Irritability and frequent signs of anger
- Obsessive worrying that interferes with job performance
- Sleep disturbances caused by concern over minor problems
- Fluctuations in weight caused by erratic eating habits
- Frequent or prolonged minor illnesses causing you to use more sick days than you would like
- Overuse of alcohol or drugs to relax

If you have any of these symptoms, your stress levels may be dangerously high.