

Terms, Vocabulary and Lexicon related to Workplace Etiquette and Manners

1. **Professionalism:** The behavior, attitude and conduct expected in a professional work environment, including punctuality, reliability and maintaining appropriate boundaries.
2. **Workplace etiquette:** The accepted norms and practices governing behavior, communication and interactions in a professional setting.
3. **Respectful communication:** Communicating in a polite, considerate and tactful manner, showing respect for colleagues, superiors and subordinates.
4. **Active listening:** The practice of fully focusing on and comprehending what others are saying, without interruption or distraction.
5. **Professional appearance:** Presenting oneself in a neat and appropriate manner, adhering to the dress code and grooming standards of the workplace.
6. **Email etiquette:** Following proper guidelines when composing and sending emails, including using a professional tone, proper formatting and timely responses.
7. **Meeting etiquette:** Behaviors and practices that ensure effective and respectful participation in meetings, such as arriving on time, actively engaging and adhering to the agenda.
8. **Workplace diversity:** The inclusion of individuals from different backgrounds, cultures and perspectives in the workplace and the respect and appreciation of their differences.
9. **Conflict resolution:** The process of addressing and resolving conflicts or disagreements in a respectful and constructive manner.
10. **Business ethics:** The principles and values that guide ethical behavior in the workplace, including honesty, integrity and transparency.
11. **Workplace confidentiality:** Respecting and maintaining the privacy and confidentiality of sensitive information and discussions within the workplace.
12. **Work-life balance:** The concept of effectively managing and prioritizing work responsibilities alongside personal and family commitments, to maintain overall well-being.
13. **Professional boundaries:** Recognizing and maintaining appropriate boundaries in relationships and interactions with colleagues, clients and stakeholders.
14. **Time management:** The practice of effectively planning, prioritizing and organizing tasks and responsibilities to optimize productivity and meet deadlines.
15. **Cross-cultural communication:** The ability to effectively communicate and interact with individuals from diverse cultural backgrounds, taking into consideration differences in communication styles and norms.
16. **Teamwork and collaboration:** Working cooperatively and harmoniously with others towards a shared goal, fostering positive relationships and mutual support.
17. **Office etiquette:** Behaviors and practices specific to the office environment, such as maintaining cleanliness, respecting shared spaces and being mindful of noise levels.

- 18. Business networking:** The process of building and nurturing professional relationships with individuals in one's industry or field, for mutual support, knowledge sharing and career advancement.
- 19. Telecommuting etiquette:** Following appropriate guidelines and practices when working remotely or engaging in virtual meetings, including being punctual, maintaining professional decorum and minimizing distractions.
- 20. Feedback and constructive criticism:** Providing and receiving feedback in a respectful and constructive manner, with the aim of improvement and growth.

These terms and vocabulary provide a foundation for understanding and practicing proper workplace etiquette and manners. They contribute to fostering a positive and professional work environment.

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