

EMAIL ETIQUETTE IN BUSINESS

EMAIL ETIQUETTE IN BUSINESS IS A VITAL ASPECT OF PROFESSIONAL COMMUNICATION THAT SIGNIFICANTLY IMPACTS BUSINESS RELATIONSHIPS AND OVERALL WORKPLACE EFFICIENCY. UNDERSTANDING THE NUANCES OF EMAIL ETIQUETTE CAN ENHANCE CLARITY, FOSTER RESPECT, AND PROMOTE PROFESSIONALISM IN DIGITAL CORRESPONDENCE. THIS ARTICLE EXPLORES THE KEY PRINCIPLES OF EMAIL ETIQUETTE IN BUSINESS, INCLUDING THE IMPORTANCE OF CLEAR COMMUNICATION, THE STRUCTURE OF PROFESSIONAL EMAILS, THE DOS AND DON'TS OF EMAIL CORRESPONDENCE, AND HOW TO MANAGE DIFFICULT CONVERSATIONS VIA EMAIL. BY MASTERING THESE PRINCIPLES, PROFESSIONALS CAN ENSURE THEIR EMAILS CONVEY THE RIGHT MESSAGE AND TONE, ULTIMATELY LEADING TO IMPROVED COLLABORATION AND PRODUCTIVITY.

IN THE FOLLOWING SECTIONS, WE WILL DELVE INTO THE ESSENTIAL ELEMENTS OF EFFECTIVE EMAIL ETIQUETTE, PROVIDING ACTIONABLE TIPS AND GUIDELINES FOR PROFESSIONALS AT ALL LEVELS.

- UNDERSTANDING THE IMPORTANCE OF EMAIL ETIQUETTE
- BASIC PRINCIPLES OF EMAIL ETIQUETTE
- STRUCTURE OF A PROFESSIONAL EMAIL
- DOS AND DON'TS OF EMAIL COMMUNICATION
- HANDLING DIFFICULT CONVERSATIONS VIA EMAIL
- CONCLUSION

UNDERSTANDING THE IMPORTANCE OF EMAIL ETIQUETTE

EMAIL ETIQUETTE IN BUSINESS IS CRUCIAL FOR MAINTAINING PROFESSIONALISM AND ENSURING EFFECTIVE COMMUNICATION. IN TODAY'S FAST-PACED BUSINESS ENVIRONMENT, EMAILS ARE OFTEN THE PRIMARY MODE OF COMMUNICATION, MAKING IT ESSENTIAL TO CONVEY MESSAGES CLEARLY AND RESPECTFULLY. PROPER EMAIL ETIQUETTE HELPS TO:

- **ENHANCE CLARITY:** WELL-STRUCTURED EMAILS MINIMIZE MISUNDERSTANDINGS AND ENSURE THAT THE RECIPIENT EASILY GRASPS THE INTENDED MESSAGE.
- **BUILD PROFESSIONAL RELATIONSHIPS:** DEMONSTRATING RESPECT AND CONSIDERATION IN EMAILS FOSTERS POSITIVE RELATIONSHIPS WITH COLLEAGUES, CLIENTS, AND STAKEHOLDERS.
- **REFLECT PROFESSIONALISM:** EMAILS REPRESENT NOT ONLY THE SENDER BUT ALSO THE ORGANIZATION. POLISHED COMMUNICATIONS ENHANCE THE SENDER'S REPUTATION AND THAT OF THEIR COMPANY.
- **IMPROVE EFFICIENCY:** CLEAR AND CONCISE EMAILS SAVE TIME FOR BOTH THE SENDER AND THE RECIPIENT, FACILITATING QUICKER RESPONSES AND DECISION-MAKING.

BY ADHERING TO EMAIL ETIQUETTE, PROFESSIONALS CAN CULTIVATE A MORE PRODUCTIVE AND RESPECTFUL WORKPLACE ENVIRONMENT.

BASIC PRINCIPLES OF EMAIL ETIQUETTE

UNDERSTANDING THE FUNDAMENTAL PRINCIPLES OF EMAIL ETIQUETTE IS ESSENTIAL FOR EFFECTIVE BUSINESS COMMUNICATION. SOME OF THE KEY PRINCIPLES INCLUDE:

BE CLEAR AND CONCISE

WHEN WRITING EMAILS, CLARITY IS PARAMOUNT. A CONCISE MESSAGE ENSURES THAT THE RECIPIENT CAN QUICKLY UNDERSTAND THE CONTENT WITHOUT SIFTING THROUGH UNNECESSARY INFORMATION. IT IS ADVISABLE TO:

- USE SHORT SENTENCES AND PARAGRAPHS.
- AVOID JARGON OR OVERLY COMPLEX LANGUAGE.
- STATE THE PURPOSE OF THE EMAIL IN THE OPENING SENTENCES.

USE A PROFESSIONAL TONE

THE TONE OF AN EMAIL CAN SIGNIFICANTLY INFLUENCE THE RECIPIENT'S PERCEPTION. ALWAYS MAINTAIN A PROFESSIONAL TONE BY:

- USING POLITE LANGUAGE AND GREETINGS.
- AVOIDING SLANG OR OVERLY CASUAL EXPRESSIONS.
- BEING RESPECTFUL AND CONSIDERATE, EVEN IN DISAGREEMENTS.

PROOFREAD BEFORE SENDING

ERRORS IN SPELLING, GRAMMAR, AND PUNCTUATION CAN UNDERMINE THE PROFESSIONALISM OF AN EMAIL. ALWAYS PROOFREAD YOUR MESSAGE TO:

- IDENTIFY AND CORRECT TYPOGRAPHICAL ERRORS.
- ENSURE PROPER SENTENCE STRUCTURE.
- CONFIRM THAT THE MESSAGE IS COHERENT AND LOGICALLY ORGANIZED.

STRUCTURE OF A PROFESSIONAL EMAIL

A WELL-STRUCTURED EMAIL ENHANCES READABILITY AND ENSURES THE RECIPIENT CAN EASILY FOLLOW THE MESSAGE. THE KEY

COMPONENTS OF A PROFESSIONAL EMAIL INCLUDE:

SUBJECT LINE

THE SUBJECT LINE SHOULD BE CLEAR AND RELEVANT TO THE CONTENT OF THE EMAIL. A GOOD SUBJECT LINE HELPS THE RECIPIENT PRIORITIZE THEIR READING AND PROVIDES CONTEXT.

SALUTATION

BEGIN THE EMAIL WITH A POLITE SALUTATION, SUCH AS "DEAR [NAME]" OR "HELLO [NAME]." IF YOU DO NOT KNOW THE RECIPIENT'S NAME, "DEAR SIR/MADAM" IS A SUITABLE ALTERNATIVE.

BODY OF THE EMAIL

THE BODY SHOULD CONTAIN THE MAIN MESSAGE, ORGANIZED INTO PARAGRAPHS FOR CLARITY. START WITH A BRIEF INTRODUCTION, FOLLOWED BY THE MAIN POINTS. USE BULLET POINTS OR NUMBERED LISTS WHERE APPROPRIATE TO IMPROVE READABILITY.

CLOSING

END THE EMAIL WITH A COURTEOUS CLOSING REMARK, SUCH AS "BEST REGARDS" OR "SINCERELY," FOLLOWED BY YOUR NAME AND POSITION. INCLUDING YOUR CONTACT INFORMATION IS ALSO BENEFICIAL.

DOS AND DON'TS OF EMAIL COMMUNICATION

TO EFFECTIVELY COMMUNICATE VIA EMAIL, IT IS ESSENTIAL TO FOLLOW CERTAIN DOS AND DON'TS:

Dos

- DO RESPOND PROMPTLY TO EMAILS TO ACKNOWLEDGE RECEIPT.
- DO USE APPROPRIATE FORMATTING, SUCH AS PARAGRAPHS AND BULLET POINTS, FOR CLARITY.
- DO INCLUDE A CLEAR CALL TO ACTION IF YOU REQUIRE A RESPONSE.
- DO RESPECT THE RECIPIENT'S TIME BY BEING CONCISE.

DON'TS

- DON'T USE ALL CAPS, WHICH CAN BE PERCEIVED AS SHOUTING.

- DON'T FORWARD CHAIN EMAILS OR IRRELEVANT CONTENT.
- DON'T USE INFORMAL LANGUAGE OR EMOJIS IN PROFESSIONAL EMAILS.
- DON'T REPLY TO ALL UNLESS NECESSARY.

ADHERING TO THESE DOS AND DON'TS HELPS TO MAINTAIN PROFESSIONALISM AND ENSURES EFFECTIVE COMMUNICATION.

HANDLING DIFFICULT CONVERSATIONS VIA EMAIL

SOMETIMES, PROFESSIONALS MAY NEED TO ADDRESS SENSITIVE OR CHALLENGING TOPICS VIA EMAIL. HERE ARE SOME STRATEGIES FOR NAVIGATING DIFFICULT CONVERSATIONS:

STAY CALM AND PROFESSIONAL

WHEN ADDRESSING SENSITIVE ISSUES, MAINTAIN COMPOSURE AND PROFESSIONALISM. AVOID EMOTIONAL LANGUAGE AND FOCUS ON FACTS.

BE OBJECTIVE

PRESENT THE ISSUE OBJECTIVELY, PROVIDING CONTEXT AND RELEVANT INFORMATION WITHOUT ASSIGNING BLAME. THIS APPROACH HELPS TO FOSTER A CONSTRUCTIVE DIALOGUE.

PROPOSE SOLUTIONS

INSTEAD OF SIMPLY OUTLINING PROBLEMS, SUGGEST POSSIBLE SOLUTIONS OR NEXT STEPS. THIS PROACTIVE APPROACH ENCOURAGES COLLABORATION AND SHOWS A WILLINGNESS TO RESOLVE THE ISSUE.

FOLLOW UP

AFTER SENDING AN EMAIL ABOUT A DIFFICULT CONVERSATION, FOLLOW UP TO ENSURE THE RECIPIENT UNDERSTANDS YOUR MESSAGE AND TO DISCUSS ANY FURTHER STEPS.

CONCLUSION

EMAIL ETIQUETTE IN BUSINESS IS AN ESSENTIAL SKILL THAT CONTRIBUTES TO EFFECTIVE COMMUNICATION AND THE OVERALL SUCCESS OF PROFESSIONAL INTERACTIONS. BY UNDERSTANDING THE PRINCIPLES OF CLARITY, PROFESSIONALISM, AND PROPER STRUCTURE, PROFESSIONALS CAN ENHANCE THEIR EMAIL COMMUNICATIONS. FOLLOWING THE DOS AND DON'TS OF EMAIL ETIQUETTE AND EFFECTIVELY MANAGING DIFFICULT CONVERSATIONS WILL FURTHER IMPROVE THE QUALITY OF EMAIL CORRESPONDENCE. MASTERING THESE SKILLS NOT ONLY CREATES A POSITIVE IMPRESSION BUT ALSO FOSTERS A RESPECTFUL AND EFFICIENT WORKPLACE.

Q: WHAT IS EMAIL ETIQUETTE IN BUSINESS?

A: EMAIL ETIQUETTE IN BUSINESS REFERS TO THE SET OF GUIDELINES AND PRACTICES THAT GOVERN PROFESSIONAL EMAIL COMMUNICATION. THIS INCLUDES MAINTAINING A PROFESSIONAL TONE, STRUCTURING EMAILS CLEARLY, AND ADHERING TO THE DOS AND DON'TS OF EMAIL CORRESPONDENCE.

Q: WHY IS EMAIL ETIQUETTE IMPORTANT?

A: EMAIL ETIQUETTE IS IMPORTANT BECAUSE IT ENHANCES CLARITY, BUILDS PROFESSIONAL RELATIONSHIPS, REFLECTS PROFESSIONALISM, AND IMPROVES EFFICIENCY IN COMMUNICATION, ALL OF WHICH ARE CRUCIAL IN A BUSINESS ENVIRONMENT.

Q: WHAT ARE SOME COMMON MISTAKES TO AVOID IN BUSINESS EMAILS?

A: COMMON MISTAKES INCLUDE USING INFORMAL LANGUAGE, NEGLECTING TO PROOFREAD, FAILING TO USE A CLEAR SUBJECT LINE, AND NOT RESPECTING THE RECIPIENT'S TIME BY BEING OVERLY VERBOSE.

Q: HOW CAN I IMPROVE MY EMAIL COMMUNICATION SKILLS?

A: TO IMPROVE EMAIL COMMUNICATION SKILLS, PRACTICE WRITING CLEAR AND CONCISE EMAILS, PAY ATTENTION TO TONE, PROOFREAD FOR ERRORS, AND SEEK FEEDBACK FROM COLLEAGUES ON YOUR EMAIL STYLE.

Q: WHAT SHOULD I INCLUDE IN A PROFESSIONAL EMAIL SIGNATURE?

A: A PROFESSIONAL EMAIL SIGNATURE SHOULD INCLUDE YOUR FULL NAME, JOB TITLE, COMPANY NAME, PHONE NUMBER, AND A LINK TO YOUR PROFESSIONAL PROFILE OR WEBSITE IF APPLICABLE.

Q: HOW DO I HANDLE RECEIVING A RUDE EMAIL?

A: WHEN RECEIVING A RUDE EMAIL, REMAIN CALM, AVOID RESPONDING EMOTIONALLY, AND ADDRESS THE ISSUE OBJECTIVELY IN YOUR REPLY. IT MAY BE HELPFUL TO TAKE TIME BEFORE RESPONDING TO ENSURE YOUR MESSAGE IS PROFESSIONAL.

Q: IS IT ACCEPTABLE TO USE EMOJIS IN BUSINESS EMAILS?

A: GENERALLY, IT IS NOT ACCEPTABLE TO USE EMOJIS IN BUSINESS EMAILS, AS THEY CAN BE PERCEIVED AS UNPROFESSIONAL OR OVERLY CASUAL. IT IS BEST TO MAINTAIN A FORMAL TONE.

Q: HOW SHOULD I STRUCTURE A COMPLAINT EMAIL?

A: A COMPLAINT EMAIL SHOULD HAVE A CLEAR SUBJECT LINE, A POLITE SALUTATION, A CONCISE EXPLANATION OF THE ISSUE, ANY RELEVANT DETAILS, AND A PROPOSED SOLUTION. END WITH A COURTEOUS CLOSING.

Q: WHAT IS THE BEST WAY TO FOLLOW UP ON AN EMAIL THAT HASN'T RECEIVED A RESPONSE?

A: THE BEST WAY TO FOLLOW UP IS TO SEND A POLITE REMINDER EMAIL AFTER A REASONABLE AMOUNT OF TIME HAS PASSED, BRIEFLY RESTATING THE ORIGINAL MESSAGE AND EXPRESSING UNDERSTANDING OF THE RECIPIENT'S BUSY SCHEDULE.

Q: CAN I USE "REPLY ALL" IN BUSINESS EMAILS?

A: YOU SHOULD USE "REPLY ALL" ONLY WHEN IT IS NECESSARY FOR ALL RECIPIENTS TO SEE YOUR RESPONSE. AVOID USING IT FOR PERSONAL REPLIES OR IF YOUR RESPONSE IS RELEVANT TO ONLY ONE PERSON.

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email etiquette in business: The Professional Business Email Etiquette Handbook & Guide Gerard Assey, 2020-09-05 There is little doubt that online technologies have transformed the way business operates in recent years. And in this age of such advanced technology, email is still the most preferred and often most efficient form of communication, but yet regrettably many organizations treat this very important form of business communication casually and lightly. With the average professional sending 40 emails per day and receiving 121, there is definitely a chance to move fast in email communication, thus overlooking fundamental email etiquette rules. This means that you have 40 opportunities to market yourself and your business in those individual emails you send, every single day. A recent study found that the average adult spends approximately 5 hours a day checking email: 3 hours checking work email and 2 hours checking personal email. This time is spent reading and composing hundreds of messages at a very fast pace –obviously leaving a lot of room for error. These errors can lead to missed opportunities or appearing totally unprofessional. You would have experienced many replying to emails late or not at all or even sending replies that do not actually answer the questions being asked. This can cause a potentially damaging effect on the image of the organization, resulting finally in a loss of business. There are basically 3 key entrances to any business: 1. The front door (face- to-face-walk-in-customers or customers solicited by your sales personnel) 2. The telephone and 3. The net. And the chances are that, if either of these are NOT handled properly, you have lost your customer forever! Think of this for a moment: If most of the business coming in is through the net, and if your organization is able to deal professionally with email, then this will most certainly result in your organization having that all important competitive edge. On the other hand, if not handled the right way, then in the very first instance, chances are that you have lost a customer- and it could even be forever. And remember word of mouth travels fast today- thanks to the social media platforms. So this is where the importance of educating your employees can help, thus protecting your company from awkward liability issues as well. By having employees use appropriate, business like language and etiquette in all electronic communications, employers can limit their liability risks and improve the overall effectiveness of the organization, thus resulting in greater returns with a professional image and branding. Therefore, when it comes to any material or correspondence being sent out from your organization, it is of vital importance to convey the right message in the right way- to ensure that this creates the right impression that you are a credible, professional enterprise and one that will be easy and a pleasure to do business with. And remember you only have that one chance to make that first impression which will be invaluable to building trust and confidence. So like any tool or skill, it is important therefore that organizations take the time to provide the right support to ensure and enable staff to effectively integrate the right online tools and skills into their daily work routine, and gain maximum benefit. It is also vital that organizations develop internal policies to guide employees on the correct use of such online communications, to cover issues such as personal use, privacy, monitoring,

downloading of content, access by third parties, and illegal use of the internet to avoid any embarrassment or awkward liability issues that can otherwise arise. This little book: 'The Professional Business Email Etiquette Handbook & Guide' comes to you at such a crucial time as this, when the world is going through a pandemic and one needs to be all the more sensitive especially with the right etiquette. So I believe that this will immensely help in equipping you and your team with the essential skills and techniques necessary for managing and structuring emails and writing professionally. So here's to how to Write Right- the Email Way!

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email etiquette in business: Business Etiquette: Phone, Email, and Text , 2015 Learn how to strike the right tone in emails, text messages, and phone calls; include the right information; and understand what communication method to use when.

email etiquette in business: Email Etiquette for Business Success Jeanne M. Fraser, 2011-07-06 Use Emotional Intelligence (EI) to create emails that get the results you want. Did you know that 80% of a person's success is attributable to EI and only 20% to IQ? With email as the major vehicle of communications today, you can't afford to ignore the impact or the impression you create with each email that potentially could live forever in some database in the sky. We have entered the super highway, without knowing the rules of the road. Become savvy, use email to develop business relationships, to produce results and to navigate your way up the corporate ladder. Here's to your success!

email etiquette in business: E-mail Etiquette Shirley Taylor, 2010-03 Make e-mail work for you, not against you. Improve your reputation as a caring communicator. Be someone who uses e-mail thoughtfully. The guidelines and techniques in this book will make that happen. E-mail is one of the greatest inventions of our lifetime - phenomenally affecting the way we communicate. Reading, writing and managing e-mail is taking up an increasing amount of our time. But are we using it right? E-mail can be used to stay in touch whether we are travelling or working from home. Perhaps we can relax standards when it comes to personal e-mails, but e-mailing for business purposes has reached a new dimension. People whose jobs never used to involve writing skills are now replying dozens of e-mails each day. But under such pressure to respond quickly, what happens to the quality of the messages exchanged? The bottom line remains- just as body language helps you to making an impression in person, what you write and how you write it affects what people think of you and your organisation. Be it a thank you note, a meeting reminder, a proposal or a sales pitch, a well-written message that looks and sounds professional will make it easier for people to want to do business with you. It will help people feel good about communicating with you and help you achieve the right results. About the Author - Shirley Taylor-has established herself as a leading authority in modern business writing and communication skills. She is the author of six successful books on communication skills, including the international bestseller, *Model Business Letters, E-mails and Other Business Documents*, which is now in its sixth edition, having sold almost half a million copies worldwide. Shirley conducts her own popular workshops on business writing and e-mail, as well as communication and secretarial skills. She puts a lot of passion and energy into her workshops to make sure they are entertaining, practical, informative, and a lot of fun. Having learnt a lot from her workshop participants over the years, Shirley has put much of her experience into the pages of this book. She's delighted that it will be one of the first to be published in ST Training Solutions 'Success Skills' series.

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email etiquette in business: *Communication & Corporate Etiquette* Gitangshu Adhikary, 2024-05-17 Communication acts as the main support for any organization to function smoothly. Every employee within the organization needs to know what to do and not do when it comes to corporate communication. Along with communication, grooming, and appearance do make a difference in the environment that the employee is in. These two, coupled with corporate etiquette, help to maintain good relationships on the one hand, while also helping to maximize the performance and productivity of all employees. This book helps to explain the basics of all of these concisely.

email etiquette in business: *Email Etiquette* Lawrence Finnegan, 2023-07-02 Have you ever struggled with making emails deliver a powerful punch? If you already create punchy emails, you can make them deliver an even mightier blow. From novice to master, this guide has lessons and tips you can begin applying to your life right away. Don't waste another second feeling your messages are when there's a potent tool of electronic communication right in your hands. Make the most of the Information Age by perfecting the tools of the era. Even before the pandemic forced it on us, many job sites experimented with remote or partially remote work. Once we were required to separate and isolate, those bold, early adopters became routine life models. Beyond the virus are a hybrid workspace world and a decreased need for face-to-face meetings. In their place are emails and lots of them; communication in all its digital forms has increased, and with it the need for professionalism and authority when creating electronic messages. You will become an unstoppable dynamo of multimedia communication once you are through with these 7 EASY STEPS. YOU'LL LEARN: - What carries over from the days of pen and paper, what is different; how to use the best of both worlds. - Controlling your emotions and when to put them into a message; the importance of cooling off and when to stay heated. - How to use use friendly, casual emails to practice your skills; closer relationships with your loved ones is one heck of a fringe benefit. - Formal, business and professional emails require a little bit extra and a little less; how to communicate like a boss. - Tips, tricks, and other time-saving habits of professionals the world over; email is decades old, and time has always been precious. - Far from being isolated, remote workers can collaborate like never before; use the tools of the modern age to bridge the gap between distant workers. - Beyond office emails, conference calls, and video chats are the whole wide world of digital media; take your new skills past the next level into another game altogether. - And so much more! Don't waste another minute faltering your way through electronic mail. After these 7 EASY STEPS, you'll be writing emails with greater clarity and better content. Act now to take a mediocre message to a magnificent one, or go from great writer to excellent communicator. When most of the work many of us do is online anyway, perfecting your digital deliverables will not only improve your job performance but has the potential to transform your life. Let's get started!

email etiquette in business: *Invisible Profits* Robert Moment, 2007-09 Who will benefit from this customer service book *Invisible Profits: The Power of Exceptional Customer Service*. Everyone who has any interaction with potential customers and clients and existing customers and clients will benefit from this valuable customer service book. In this complete guide to exceptional customer service you will learn: (a) How to know exactly what your customer expects - and how to give it to them every time. (b) How exceptional customer service generates exceptional profits- and how to train this concept to your customer service team (c) How to create a positive work environment that benefits customers and employees and generates profits (d) How to manage stressful situations more effectively- you'll even learn how to deal with difficult coworkers ! (e) How to recognize customers' signs and behaviors so that you can meet their needs before they even know what they

are. (f) Key tactics that will instantly calm emotional customers so you can solve their problems productively. Customers leave happy and become lifelong, loyal purchasers. Here are just some employment positions within corporations and small businesses that will benefit from this book: customer service representatives, billing specialists, call centers, service professionals, service professional firms, retail stores, field service representatives, account managers, sales professionals, small business owners, technical and support personnel and managers who want customer service training in order to reinforce their skills and train their staff.

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email etiquette in business: Introduction to Email Gilad James, PhD, Email is a widely available and modern means of communication that has replaced the traditional system of posting letters. It is a fast and efficient method of communicating with anyone regardless of their location or time zone. One of the major advantages of email is that it enables users to attach files and documents, making it easy to share information with others. Additionally, emails can be saved as drafts, allowing users to revisit them later before sending or deleting them. Email also creates a paper trail, making it easy to track communication between different parties, which is particularly useful in business environments where evidence might be required in case of legal disputes. Despite its many advantages, email has some limitations. For instance, it can be difficult to read emotions in emails, leading to misunderstandings or misinterpretations of messages. Moreover, it is not very effective in situations that require immediate responses or when the sender is not sure if the recipient is actively checking their email. Finally, emails are vulnerable to hacking and phishing attacks, which can result in unauthorized access to a user's account or loss of sensitive information. Therefore, users must be cautious when sending and receiving emails to ensure their accounts and information are secured.

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are. Good manners cost us nothing, but will help us win almost everything. Good manners put others before you- the skills of respecting others and making people feel easy and comfortable. If you show good manners everywhere you go, then you are more likely to encourage others to behave in the same way towards you. In today's increasingly global arena, technical knowledge alone is not enough to ensure success. Sophistication is more and more the catchword. Given a choice between two equally talented individuals, corporations will choose the candidate with greater interpersonal and social grace skills to represent it. As our world becomes a smaller place and our economy becomes increasingly global in scope, it is becoming increasingly clear how important good manners are in all cultures. In fact knowing how to treat others well is more important now than ever. How we look, talk, walk, sit, stand, eat - ie; how we present ourselves creates the first impression that others form of us. This is true not only in personal life but more so in our professional life. With a world that's becoming more and more competitive, proper business etiquette and interpersonal skills play an increasingly important role in the success or failure of anyone's business career and the company they represent. Knowing how to behave courteously and professionally is far from trivial. Etiquette and protocol does count in the business world, as no matter how brilliant an employee may be, his or her lack of social grace can make a bad first impression on clients and business associates. Studies have shown that more than 60% of what is believed about us is based upon visual messages- What people see! At many Fortune 500 companies, top management take potential front line employees to lunch or dinner to observe their comfort level with executives, spouses, waiters and even with the various pieces of silverware. Like it or not, management equates good manners with competence and poor manners with incompetence. Table manners can make or mar a mega-merger, especially in an era when companies are competing on the basis of service-this can be a crucial business skill. Good manners are good business! Your inability to handle yourself as is expected could be expensive--no one will tell you the real reason you didn't get the job, the promotion, that big business deal or the social engagement. Your social graces and general demeanor can tell as much about you as the way you handle an issue. Fair or not, others equate bad manners with incompetence and a lack of breeding, and the cumulative effect of this repeated faux pas in an organization, can be devastating leading to a major loss of respect, credibility, loss of reputation, and business! Your Success can start today with 'Grooming, Etiquette & Manners for Teens, Young Adults & Future Leaders' This book will help increase your confidence in your image, manners, business etiquette and interpersonal skills to help you build rapport and trust with your business customers and associates. They are not only important to know now, but will benefit you throughout your life, adding to your future success in the world of work, with you having a competitive advantage in everyday life- at university, work and in your future careers-In fact this is the only survival skill! Table of Contents Introduction- Survival Skills for a Competitive Edge & Successful Career! Part 1- Grooming, Etiquette & Manners ü Developing Personal Qualities & Attributes of a Professional ü Why Self-Esteem Matters: How to Build a High Self-Esteem! ü Managing You-Positive First Impressions! ü Meeting and Greeting ü Manners and Etiquette at the Workplace ü Managing Relationships: The Right Questions and Listening are KEYS! ü Telephone Skills and Manners ü E-Mail Etiquette ü Networking Skills ü International Business Etiquette Part 2- Dining Skills and Table Manners ü Restaurant and Dining Skills- Mastering Table Manners ü Business Meal Etiquette-Planning and Arrival- First Impressions Matter! ü Before the Meal or Event ü Understanding the Table Setting before Beginning ü The Various Course Meals ü Proper Utensil Etiquette: Tools of the Table ü Managing Basic to Formal Dining ü A Quick-At-Glance Table Manners- Do's and Don'ts: Dining Conversations ü Toasting Etiquette ü Tea Etiquette ü Tipping Etiquette ü Settling the Bill ü Business Meal Follow-up: Thank you notes Conclusion About the Author

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