BUSINESS ETIQUETTE FOR JOB SEEKERS

JANICE TESTER, CAREER ADVISOR

DESCRIPTION
What does it mean to behave "professionally"? Understanding expectations around behavior, dress, and etiquette in situations such as interviews, business lunches, and your first day on the job is an important tool for success. This workshop will identify common etiquette mistakes in key situations during the hiring process and after you’ve secured the job. We’ll also provide concrete tips on dress, body language, and behavior so that you project the best possible impression of yourself.

WORKSHOP GOALS
1. Understand the importance of, and define what is involved in, presenting yourself professionally in person – through your body language, attitude and communication style – and online.
2. Identify key elements involved in dressing for success as well as in meal manners.
3. Know how to prepare for your first day on the job.

MCGILL CAREER PLANNING SERVICE
WHY WE EXIST

We provide individual counselling, workshops, programs, events, and resources that will help you to:

- Identify personal goals through self-assessment on personality, interests, values, and skills.
- Expand awareness of future possibilities through educational events and resources.
- Plan appropriate professional development to prepare you for success.
- Reflect on your experiences and training to refine goals, and communicate your skills, motivation, and fit to employers.
MCGILL CAREER PLANNING SERVICE
WHAT WE DO

○ Individual Meetings to talk about anything related to your future!
○ Including:
  ▪ Career planning / direction
  ▪ Job search and networking
  ▪ Application review (CV, statements etc.)
  ▪ Interview preparation and mock interviews
  ▪ Applying to professional schools

○ Workshops & Events
  ▪ Ongoing suite of workshops includes
    ▪ How to find a job: Building Professional Relationships
    ▪ How to Talk About Yourself: Interviewing Strategies
    ▪ How to Write About Yourself: Effective Resumes and Cover Letters
    ▪ Tailored workshops for specific departments available by request
  ▪ Career days & Career Fairs

MCGILL CAREER PLANNING SERVICE
WHAT WE DO

○ Programs & Resources
  ▪ Career Leadership Program
  ▪ McGill Mentor Program
  ▪ Resource Centre with a library of 2500+ books, subscriptions, and multimedia resources
  ▪ myFuture – our online career management system with access to job postings, employer database, workshop and event listing, and special resources
  ▪ Go to www.mcgill.ca/caps for much much more!

PROFESSIONALISM – WHAT DOES IT TAKE?

○ Body Language/Non-verbal Communication
○ Dressing for Success
○ Attitude, Maturity
○ Verbal Communication
○ Professionalism Online
○ ...

BODY LANGUAGE

○ Importance
○ Posture
○ Eye Contact
○ Handshake
○ Facial Expressions
○ Gestures
○ Personal Space
○ Positioning
○ Mirroring & Matching

POSTURE

○ Rib cage 2” higher
○ Increased energy
○ More oxygen
○ Support your weight
○ Hands natural hang relaxed at sides
○ Avoid arms folded across chest
○ Sit forward in chair

HANDSHAKE

○ Only physical contact permitted in business situations
○ Positive start: firm, direct, warm and friendly
○ Steps
○ Hapless handshakes:
GESTURES WITH NEGATIVE FEELINGS:

<table>
<thead>
<tr>
<th>Gesture</th>
<th>Connotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drumming fingers</td>
<td>Lack of confidence, over eagerness to please</td>
</tr>
<tr>
<td>Twisting a ring</td>
<td>Nervousness</td>
</tr>
<tr>
<td>Bouncing a foot</td>
<td>Impatience, boredom</td>
</tr>
<tr>
<td>Excessive head nodding</td>
<td>Nervousness, impatience</td>
</tr>
</tbody>
</table>

EYE CONTACT & FACIAL EXPRESSIONS

- Faces communicate more clearly & honestly than our words.
- Most appealing expression
- Solid eye contact - its meaning
- Lack of eye contact
- Concentrate on maintaining eye contact most of the time
- Breaking up a "laser-gaze"

PERSONAL SPACE

- We carry a “bubble" of personal space
- We appear ill at ease when we draw into a tightly confined space
- Respect personal space of others
- Avoid picking up someone else’s objects

POSITIONING

- In meetings, the power seat is immediately to the right of the chair person
- Other seats near the chairperson are also high-visibility choices
- Expecting a confrontation: avoid sitting directly across from that individual

MIRRORING/MATCHING

- “People like people like themselves”
- Connect with others by matching your style & energy level to theirs
- Adopt similar posture, vocal volume, rate of speech
- If they are calm, slow down, stay controlled, use smoother gestures

DRESS FOR SUCCESS - BASICS

- Invest in good, classic basics
- Remember that grooming counts
- Don’t forget shoes, accessories
- Wear clothing that fits and colours that suit you!
- Exercise moderation with scents, makeup & jewellery
- Your body and/or underwear should not be the most noticeable part of your outfit!
- Do your research & dress for the job you want
CASUAL WORLD VS. SUIT WORLD
- Khaki pants or skirts
- White Shirts
- Black or brown shoes and belt
- Black or brown leather or ballistic nylon briefcase/notebook computer case

CASUAL WORLD VS. SUIT WORLD
- Navy blue and charcoal wool suit
- White shirts
- Black shoes
- Black belt
- Black leather briefcase/notebook computer case

BUSINESS CASUAL VS. GOING-OUT-OF-BUSINESS CASUAL

GOOD BUSINESS CASUAL

WHEN YOU SPEAK...
- Avoid slang, swearing etc.
- Don’t forget introductions
- Phone/Cell phone etiquette
- The art of conversation – what works?

WHAT GOOD CONVERSATIONALISTS DO:
- Give and accept compliments gracefully
- Talk about many difference subjects and maneuver through topics they know little about
- Discern potential topics of interest to any group
- Don’t repeat gossip
- Never correct someone else’s grammar or vocabulary
- Know when to discuss business and when not to
- Involve everyone in the group in conversation
- Know how to step in to fill a void in conversation
- Have a good sense of humour and tell stories
- Sense when they are boring people
A PROFESSIONAL IMAGE ONLINE

- Many employers use social networking, google etc. to conduct research on candidates
- Build a positive online image
  - Set up a LinkedIn account
  - Have a clean Facebook page
- Use caution when posting; apply the boss/grandma test!
- Google yourself – what do you find?
- Work on building consistency

INTERVIEW MANNERS SURVEY

<table>
<thead>
<tr>
<th>INTERVIEW BEHAVIOUR</th>
<th>% OF EMPLOYERS WHO WOULD DISQUALIFY A CANDIDATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making a call</td>
<td>95%</td>
</tr>
<tr>
<td>Leaving before interview is over</td>
<td>88.9%</td>
</tr>
<tr>
<td>Accepting a call</td>
<td>86.3%</td>
</tr>
<tr>
<td>Bringing a pet</td>
<td>85.8%</td>
</tr>
<tr>
<td>Removing shoes</td>
<td>84.5%</td>
</tr>
<tr>
<td>Exhibiting poor hygiene</td>
<td>77.3%</td>
</tr>
<tr>
<td>Asking for a break</td>
<td>76.3%</td>
</tr>
<tr>
<td>Using profanity</td>
<td>74.2%</td>
</tr>
<tr>
<td>Applying/lipstick</td>
<td>61.1%</td>
</tr>
<tr>
<td>Bringing a child</td>
<td>60.3%</td>
</tr>
<tr>
<td>Arriving 30' or more late</td>
<td>30.3%</td>
</tr>
</tbody>
</table>

BASIC MEAL MANNERS

- Order foods that can be eaten with utensils
- Do not order alcoholic beverages
- Do not smoke
- Sit up straight
- Elbows on table only acceptable between courses
- Do not season before tasting
- Never chew mouth open – don’t talk mouth full
- Do not slurp spoon – sip side of spoon
- Food caught between teeth, remove in private
- Don’t leave table during meal except emergency

MEAL MANNERS – 2

- Need something you cannot reach easily, ask the person closest to pass it to you
- If a piece of silverware falls, let the server know you need one
- Left-handed – sit at the end of table or head
- Food spills off your plate, pick it up with silverware – edge of plate
- Never spit bad food into napkin – remove from mouth using same utensil – edge of plate
- Don’t ask for doggy bag

TEN TABLE MANNER BLUNDERS

By Tiffany & Co.

- Not placing your napkin on your lap
- Talking with your mouth full
- Reaching across others
- Slurping or smacking your lips
- Asking for seconds before being offered
- Not passing the salt and pepper together
- Doing all the talking
- Doing none of the talking
- Pushing food onto your fork with your finger
- Moving your plate away when your are finished
PREPARING FOR THE FIRST DAY
- Before day one arrives:
- Assess your wardrobe
- Know where to go on the first day
- Be on time!
- Read company literature
- Complete required paperwork
- Be prepared for anything!

THE FIRST DAY
- Be prepared for anything!
  - They forgot you were starting
  - There's been a crisis & nothing has been set up for you (phone, etc.)
  - They're expecting you to join them for lunch
  - Working later than expected
- Expect to be reading... a lot!

DO’S...
- Be a team player
- Remember you’re in a learning phase
- Get involved and make yourself useful
- Learn the organization’s culture
- Do try to remember names and build relationships
- Do make constructive use of your time
- Do be a self-starter
- Ask for help when needed

DON’TS...
- Badmouth your boss or colleagues
- Contribute to company gossip
- Get caught up in inappropriate humour/jokes
- Take criticism personally/be defensive
- Blame others for your errors
- Surf the web when you should be working
- Make personal phone calls
- Burn bridges

THANK YOU
QUESTIONS?