

# Деловая встреча. Деловой этикет

Business etiquette

**LOGO**



# Business etiquette

*Etiquette is the established rules of conduct in business, official relations.*

*It is the most important aspect of the morality of professional behavior of a business person.*

*Although etiquette and involves the establishment of only external forms of behavior, but without internal culture, without the observance of ethical standards can not develop a real business relationship. Business etiquette prescribes compliance with the rules of cultural behavior, respect for the person.*



## Six basic commandments of business etiquett

Tip

- 1. Do everything on time.** Tardiness not only interferes with work, but also is the first sign that a person can not be relied on. The principle of "on time" applies to reports and any other tasks assigned to you.
- 2. Don't talk too much.** The meaning of this principle is that you are obliged to keep the secrets of the institution or a particular transaction as carefully as the secrets of a personal nature. Never tell anyone what you sometimes hear from a colleague, Manager or subordinate about their personal life.
- 3. Be kind, friendly and welcoming.** Your customers, customers, customers, co-workers or subordinates can find fault with you as much as they want, it does not matter: you are still obliged to behave politely, affably and benevolently.



**4. Think of others, not just yourself.** *Attention should be paid not only to customers or customers, it extends to colleagues, superiors and subordinates. Always listen to the criticism and advice of colleagues, superiors and subordinates. Don't start snapping right away when someone questions the quality of your work, show that you appreciate the considerations and experience of other people. Self-confidence should not prevent you from being modest.*

**5. Dress as it should be.**

**6. Speak and write good language.**



# Non-verbal etiquette

*Etiquette is expressed in a variety of aspects of our behavior. For example, a variety of movements of a person, poses that he takes can have a positive meaning. Compare the polite position facing the interlocutor and the impolite-back to him. This is called non-verbal etiquette (i.e. dumb).*

*However, the most important role in the proper expression of relations to people is played by speech-it is verbal etiquette.*



# Delicacy

*It is necessary to observe delicacy that any address did not turn into familiarity and familiarity which are characteristic at the address only on a patronymic: "Nikolaich", "Mikhalych". Treatment in this form is possible from an elderly subordinate, most often a worker, to a young boss (master, foreman). Or, on the contrary, the young specialist addresses to the elderly worker: "Petrovich, try to finish work by a dinner". But sometimes such treatment carries a tinge of self-irony. Under this form of conversation is used appeal on "you."*



# Greeting

*An important place in business etiquette is a greeting. Meeting with each other, we exchange phrases: "Hello", " Good afternoon (morning, evening)", "Hello". People celebrate the meeting with each other in different ways: for example, the military salute, men shake hands, young people wave, sometimes people hug when they meet. In greeting, we wish each other health, peace and happiness.*





# Culture of speech

*A prerequisite for business contact is the culture of speech. Cultural speech is first of all correct, competent speech and, in addition, the correct tone of communication, the manner of conversation, precisely chosen words. The greater the vocabulary (lexicon) of a person, the better he knows the language, knows more (is an interesting interlocutor), it is easier to Express their thoughts and feelings, as well as understand themselves and others.*





# The principles of business meeting

- ❖ *Accuracy.*
- ❖ *Honesty.*
- ❖ *Correctness and tact.*
- ❖ *Ability to listen.*
- ❖ *Concreteness.*

# Thanks for your attention!



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