**Unit - 5**

5.1 Telephonic etiquettes

Sitting anywhere in the world we can share information, make requests, discuss business matters and be in touch with our family, friends and colleagues over the phone.

In a telephonic conversation, the two parties cannot see each other’s facial expression and other aspects of body language. This makes it all the more important for them to incorporate the correct tone and articulation in their voices, so that the purpose of the phone call can be achieved successfully. Some etiquette that you need to follow are…

1. Use polite expression such as ‘How can I help you?’ / ‘May I help you?
2. If you are the receiver, identify your name and name of organization.
3. Be clear and precise.
4. Listen to the caller patiently.
5. Before you call up anybody, think what and how to discuss.
6. Place the receiver perfectly on the phone.
7. Reduce the background noise if any.
8. Pick up the phone as early as possible.
9. If you do not return the miscall, tell the reason.
10. If you are the caller, Ask the other person that “is it a good time to talk?”
11. Always keep a pen and note pad while taking calls.
12. Thank the caller before ending the call.

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1. Do not shout.
2. Do not use slang language.
3. Do not interrupt the caller.
4. Do not eat or drink while speaking on the phone.
5. Do not talk to others around you, while speaking on the phone.
6. Do not call the client after office hours.
7. Do not bring your emotions of last call.
8. Do not assume about any information.
9. Do not breath out loudly.

5.2 Etiquettes for foreign business trips

Foreign business trips are becoming increasingly common part of regular work requirement and young professional are sent on a foreign business trips by their organization. Such trips are becoming very crucial to the success of the organization and the personal success of the professional thus it’s required to study about the etiquettes for such trips to get higher mileage for it.

**General guidelines about the foreign trips:**

When you are on a company business trip, your individual identity is overridden by your organization’s identity and you will have to represent it through the trip, also you will be representing the face of modern Indian professionalism thus, you will have to exercise tremendous restraint and good judgment in case of any ordeals during the trip.

* You shouldn’t let your organization down either by criticize it or deride it.
* If at all you are suppose to make commitments during the trip to other parties, make such commitments which are within your level of authority.
* Never criticize your country.
* Don’t hesitate to keep up your religious and personal identity, but it shouldn’t divert the purpose of your visit.
* If you have food habits that require special needs (e.g., vegan) make sure you use the internet and other resources to find appropriate places nearby.
* Remember in US, travelling by car is the default option, if you ask any address to someone, no one will tell you regarding how to get the public transport to that place, thus if you aren’t driving you would have to think seriously about reaching your destination as cabs are quite expensive. You may have to ask someone for a *‘ride’* and not *‘lift’* as we say in India or you would have to research well on modes of public transport there before you go.

One need to know the objective of the trip and plan properly and thus here are some points to be kept in mind.

**Know Your Objective**

It is important to know why you are going there, your mission, whether there’s a strategic plan behind it, if yes learn about it or whether it is a part of a bigger plan, part of a grand scheme. Thus, there should be a sense of purpose, an excitement in the air, about doing an important job for your organization. Some possible missions are as under:

* A technical mission like installing a software product on your customer site.
* A knowledge transfer by which you are going to get trained by your foreign counterparts.
* A ‘scoping out’ trip to do due diligence.
* The final step in winning an off – shoring deal.

Some unstated objectives are:

* Rapport building
* Building networks

**Prepare Well**

* Make sure you have assembled and organized all data required for your trip both in the hard copy and in soft copy, as necessary.
* Make sure you have written down the contact numbers of essential people and places in your organizer/cell phone as well as in your diary.
* Build redundancy and save your important material in two or three places. Make contingency plans for such possibilities as lost luggage and have someone in your home base who can feed you computer files, data and other things in a pinch.
* Make sure your desktop in your home base is clean and properly organized.
* Make sure you have all your travel documents in order. Also, look at the security notices and warnings that airlines and governments issue every now and then that places seemingly impossible restrictions on hand baggage.
* Make sure you carry power adapters for the several different power outlets of the parts of the world you are visiting. It is a good idea to have a universal adapter.
* If you are a part of a delegation, you will have to make sure that you have covered all the materials among all of you and that nothing has slipped through the cracks.
* Finally, make sure you bring with you plenty of your latest business cards and a diary or journal with a couple of good pens.

**During your Trip**

* Be aware of the local laws and practices
* Respect privacy
* Interface with your foreign team
* Pay attention to networking
* Help conduct perfect presentations and meetings
* Be in constant touch with your home base and your boss in India
* It is okay to talk in your native language amongst yourselves
* A business trip is not a junket
* Be frugal about spending money

**After the Trip**

* Send a courteous ‘Thank You’ mail to your counterparts.
* Brief your boss about the trip.
* Write an apt trip report and circulate it among relevant people.
* Follow through on the action items you promised and take it to completion.
* File the expense report

**Summary**

* Make sure you understand the role you need to play in the trip.
* Plan well for your trip, get all data and documents organized before you leave.
* Carry everything you need for your work – business cards, relevant documents, etc.
* Have a back up in your office in India so that he can access your data, if needed.
* Respect the local laws and the privacy of your hosts.
* Build rapport and your networks in addition to accomplishing your specific tasks.
* Keep your home office informed.
* Be very cost conscious.
* Debrief the appropriate people after returns and formally close out the issues with your foreign counterparts.
* And don’t forget to thank your foreign hosts for their hospitality.

5.3 Visit of foreign counterparts

5.4 Etiquette for small talks

Privacy refers to how much physical and mental space we desire from others and how much of the same they desire from us. While it is good to have a professional bonding much for a team to gel together, it is also equally important to maintain a reasonable distance with our colleagues in work environment.

Majorly privacy is divided into two parts: **personal privacy and organizational privacy**.

**There are two dimensions of personal privacy**:

* Personal space – refers to the physical distance you should maintain with a colleague, in terms of where you sit or stand, your gestures and what you can and cannot do.
* Informational privacy – refers to what you can or cannot say

**Organizational Privacy**: it is about safeguarding the relevant company information.

**Why are Privacy issues important?**

* Western influences on professionalism which emphasis on clear separation of one’s private life from professional one. Thus, maintaining clear physical distance from the colleagues.
* Globalisation: it has exposed us to prevailing norms and sensibilities regarding privacy in other cultures thus, one has to follow it, learn, respect and be sensitive to them for doing business with those cultures.
* Now there are definite legal implications for non – compliance of privacy laws and therefore, legal aspects of privacy has come into focus with maturation of e – business and after the telecom revolution.
* It makes good business sense to follow the international etiquette on privacy issues with global partners.
* Thus, respecting privacy has been considered as a soft skill and respecting means considering the specific sensitivity to the other person and not just the general awareness.

**Requirements of privacy:**

* To offer comfort zone to the other person
* To create non – threatening atmosphere in the office for business transactions
* To recruit people who are very careful regarding their own personal data as well as about their organisation’s private and proprietary information.

**Physical Space**: There’s a greater sensitivity to physical space in USA than in India.

* Americans, by and large, stand farther from you when they talk to you.
* A lot of Europeans shake hands with their colleagues almost everyday, whereas with Americans it is a remote ‘hello’ or ‘hi’; handshake is reserved only when you first meet someone or when you them after long gap or while congratulating.
* In restaurants American tend to sit far from other guests and almost never share a table with strangers while in India, it isn’t uncommon to find people sharing the tables.
* Even in crowded places, people tend to protect their private space.
* While it is common in India to find four people sharing three seats or six people squeezing into a compact car, you will never find this in America.
* When Americans go to a restaurant, they usually ‘go Dutch’ in the sense each person pays for himself. In India, it is very common that ‘someone takes you for a treat.’
* An Indian does not mind an occasional back slap or doesn’t think too much of putting his hand over his colleague’s shoulder, but people from some other cultures like American may not appreciate such a gesture.
* Even while driving, Americans maintain a ‘space’ around their car.

**Suggestions on how to avoid violating personal space of others:**

* Maintaining physical distance – maintain a distance of at least an arm’s length with your colleagues and no unnecessary physical contact.
* Respecting your colleague’s office space – the space behind the desk is his personal space, never cross over that side of the table.
* Not borrowing or requesting to share your colleague’s personal belongings – no borrowing of their vehicle or not using the phone on his table without his permission.
* Not using his computer – now a days computers are truly personal and no one would like someone else to peep through them.
* Not visiting his home unless invited specifically.

**Informational Privacy**

When a large amount of personal data circulating in the cyberspace and open to attacks from lurking predators, you need to know enough about cyber – security and how to protect everyone’s confidential data from such attacks. Certain topics which aren’t to be discussed with your colleagues or foreign counterparts are as under:

* Date of birth, age
* Marital status, romantic life, children and family and sexual orientation
* Salary, property, jewellery, financial transactions and stock market activites
* Phone numbers and addresses
* Health condition of family members
* Religious orientation
* Educational qualifications, resumes
* Marks, grades, annual performance review details
* Reasons for their absence of work yesterday
* Itinerary, plans and schedules
* Political orientation and views
* Don’t volunteer unsolicited help

How to live in privacy based Workplace

* Get over the misconception that there is nothing wrong about getting other people’s personal information
* Use the correct way of building profiles on people at work
* Let the topics evolve naturally, don’t force them
* Leave the other person(s) alone if that is their wish
* Never assault other person’s sound space
* Be careful about your personal information

**Organizational Privacy and Proprietary Information**

It is not necessary all the information of the organization is known to every employee of the organization, thus if you are privy to it, it should be not assumed it is know by everyone. Thus, this information shouldn’t be passed on to your colleagues isn’t to be passed to your colleagues as certain information is only for those who need to know. And there are many parties who are interested in knowing the information of your organization for example; competitors etc.

Points to be kept in mind for following organizational privacy:

* Don’t discuss business details with family members
* Don’t spread information about company decisions, project status etc.
* Don’t discuss company’s future plans
* View customer data as sacred
* Protect your company’s intellectual properties
* Guard privileged information

5.5 Respecting privacy

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5.6 Time management

Before learning time management it is necessary to know what time is. Time is course or flow which cannot be stopped. God has given 24 hours time to every creature on earth. Time cannot be exchanged or transferred. Time is unique. Time management is to divide our time in different segments. It is a kind of planning our work and it’s time. By time management we limit our activity for specific time. People often say ‘Time and tide wait for none’ and ‘Time is money’.

* How to manage Time?
* It is rightly said that ‘Nobody plans to fail but fails to plan.’ To manage time we need to plan our daily activity and make a table for it.
* Mostly we waste our time in decision making. So be positive and fasten your decision making process.
* Get up early in the morning as it is the only way to get a good time boost for the whole day.
* Every educational institute run smoothly just because of time management. For any primary help to make a time table check your school or college timetable.
* Select your work smartly on priority bases.
* Uniform is also a way to save time. Many celebrities follow uniform pattern for their work.
* For a big task delegate the responsibility to every group member.
* Don’t give excessive time to any particular work or task.

**Time management Matrix**

|  |  |  |
| --- | --- | --- |
|  | Urgent | Not Urgent |
| **I**  **M**  **P**  **O**  **R**  **T**  **A**  **N**  **T** | Quadrant – 1 > DO     * Medical urgency * Work Deadline * Accidental problems * exams | Quadrant – 2 > Decide   * Self Empowerment * Fitness * Going out with family * Planning * Relationship building |
| **NOT**  **I**  **M**  **P**  **O**  **R**  **T**  **A**  **N**  **T** | Quadrant – 3 > Delegate   * Helping others in their priority work * Pickup someone from the railway station or airport * Take a call while working | Quadrant – 4 > Delete   * Watching TV * Gossiping * Using mobile phone * Hang-up in social media |

* Benefits of Time management
* Time is a limited recourse. So its best use can help us to improve productivity.
* If everything is well planned, we can feel relaxed. Doctors also advice time management for stress relief.
* A habit of time management helps us in grabbing more opportunity.
* Time management will lead us to work perfection.
* It can lead us to successful professional life.
* It helps in separating personal and professional life.

5.7 How to say NO

Yes and No are two small words but it requires thinking to say any. For an acceptable work we can say yes immediately but how about a difficult or a not acceptable task? We often hesitate to say no because as social beings, we have to preserve our relationships. It such cases we forcefully say yes to some unwanted or uncomfortable tasks. But sometimes it is better to say ‘No’ in order to save the relationship or for a positive result.

Mind well that **Saying No Doesn’t Mean You’re a Bad Person.** While saying no we are afraid that every time I did this, I would disappoint someone, make them angry, hurt their feelings, or appear unkind or rude. So, how to say No? It becomes a decisive question may a times. We don’t have to say ‘No’ bluntly, but we have to learn the way to say no. If we will bring the sentiments in between it would be difficult to handle the situation. What are the easiest way to say ‘No’ comfortably?

## No Explanation

Offering an excuse may seem like the polite way to decline a request but it sets you up for an awkward situation. The problem with offering an excuse is it gives people the opportunity to change their request so that your excuse doesn’t justify your no.

Here are some examples:

* You decline someone’s invitation to go out for coffee because you already have plans on the day they requested…then they ask you what day works best for you.
* You tell someone you can’t go to a party because you have no one to watch the kids…they offer to let you bring your kids.
* You apologize for not being able to help someone with a project because you’re working towards a major deadline…they reply that they’d love to have your help once you’re finished with your current project.

No matter what excuse you offer, people who are determined to get you to say yes can come up with a way to invalidate it. By simply thanking people for their request and telling them that you can’t agree to it, you prevent them from arguing with you.

## Give an Alternative

If the person asking you for something is someone who you want to maintain a positive relationship with, you can lessen the impact of your no by offering an alternative that satisfies their want while being something that is more preferable to you.

For example:

* If someone wants you to collaborate with them on a project, introduce them to someone else who might be interested.
* Your new friend invites you to a bar but loud places and drinking isn’t your thing. Ask them if they want to grab coffee or do another activity instead.
* An eager young employee in your office offers to help you with an important project but you fear their involvement would slow down progress. Ask them if they want to work with you on a lower pressure project instead.

The goal is to offer compromise so they don’t take offense to you saying no and you don’t feel guilty for turning down a request that would add unneededstressto your life.

It is all about Knowing Your Value.The second step to learning to say no is realizing that you are valuable and choosing your own opinion about yourself over others.I have learned that if you live your life depending on other people’s approval, you will never feel free and truly happy.In this condition you are basically saying is “Their opinion of me is more important than my opinion about myself.” You are unique, valuable, and important. No one else in this world can offer what you can. You will realize that it really isn’t worth to say yes when you want to say No.

* **Helpful Tips for Saying No**
* Politely say “No, I can’t” or “Sorry, I don’t want to.”
* Don’t apologize for saying No or don’t give all reasons for it.
* Don’t lie. Lying will most likely lead to guilt. We don’t want to cheat any one that’s why we say no.
* Remember that it is better to say no now than crossing the deadlines and not doing anything.
* Be polite, such as “Thanks for asking.”
* Practice saying no. Imagine a scenario and then practice saying no either by yourself or with a friend. This will get you feeling a lot more comfortable with saying no.
* Don’t say “I’ll think about it” if you don’t want to do it. This will just prolong the situation and make you feel even more stressed.