

Backpack to  
Briefcase Series  
BOMA OEB  
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# BUSINESS ETIQUETTE



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# BUSINESS ETIQUETTE

Business etiquette refers to the accepted social norms, customs, and behaviors that individuals are expected to display in a professional or business setting. It encompasses a set of guidelines that dictate appropriate behavior in a workplace, including how people dress, communicate, and interact with one another.

Practicing good business etiquette is an essential component of a successful workplace. It helps to build positive relationships, create a positive work environment, promote professionalism, enhance personal and professional growth, and avoid misunderstandings and conflict.

# INTERVIEWING PROCESS

- Research
- The Interview
- Post Interview
- Physical Aspects



# COMMUNICATION SKILLS

- Clean, professional and respectful communication
- The importance of email, phone and in-person communication
- Active listening and avoiding disruptions
- Giving Notice protocol

# DRESS CODE AT WORK

- The evolution of the dress code in the workplace
- Grooming/Personal Hygiene
- Business Meetings and Client Interactions



## TIME MANAGEMENT

- Prioritizing tasks
- Cell phone etiquette
- Punctuality for meetings
- Avoiding gossip



# CONFIDENTIALITY

- Confidentiality in the workplace
- Sensitive information
- Importance of confidentiality policies

# TECHNOLOGY ETIQUETTE

- Email etiquette (signatures please!)
- Video conferencing etiquette
- Importance of avoiding technology distractions

## SOCIAL MEDIA ETIQUETTE

- LinkedIn profile
- Personal social media do's and don'ts
- Maintaining a professional image on social media





THANK YOU!

IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT!

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