

Adjusting to Western Etiquette, Manners and Professional Best Practice

Dr Tanko Ishaya

About Me



Etiquettes and Manners

- What is the difference?
 - Etiquette tells one which fork to use
 - Manners tells one what to do when your neighbour doesn't
- The UK is a highly multicultural society
 - Understanding how things are done becomes fundamental but challenging

The Weather



Good Manners -Absolute Basics

- Please and Thank You
- Sorry
- Patience - NO SHUNTING!
- Good Sportsmanship
- Excuse me
- Out and about
- Telephone etiquette
 - Mobile phones



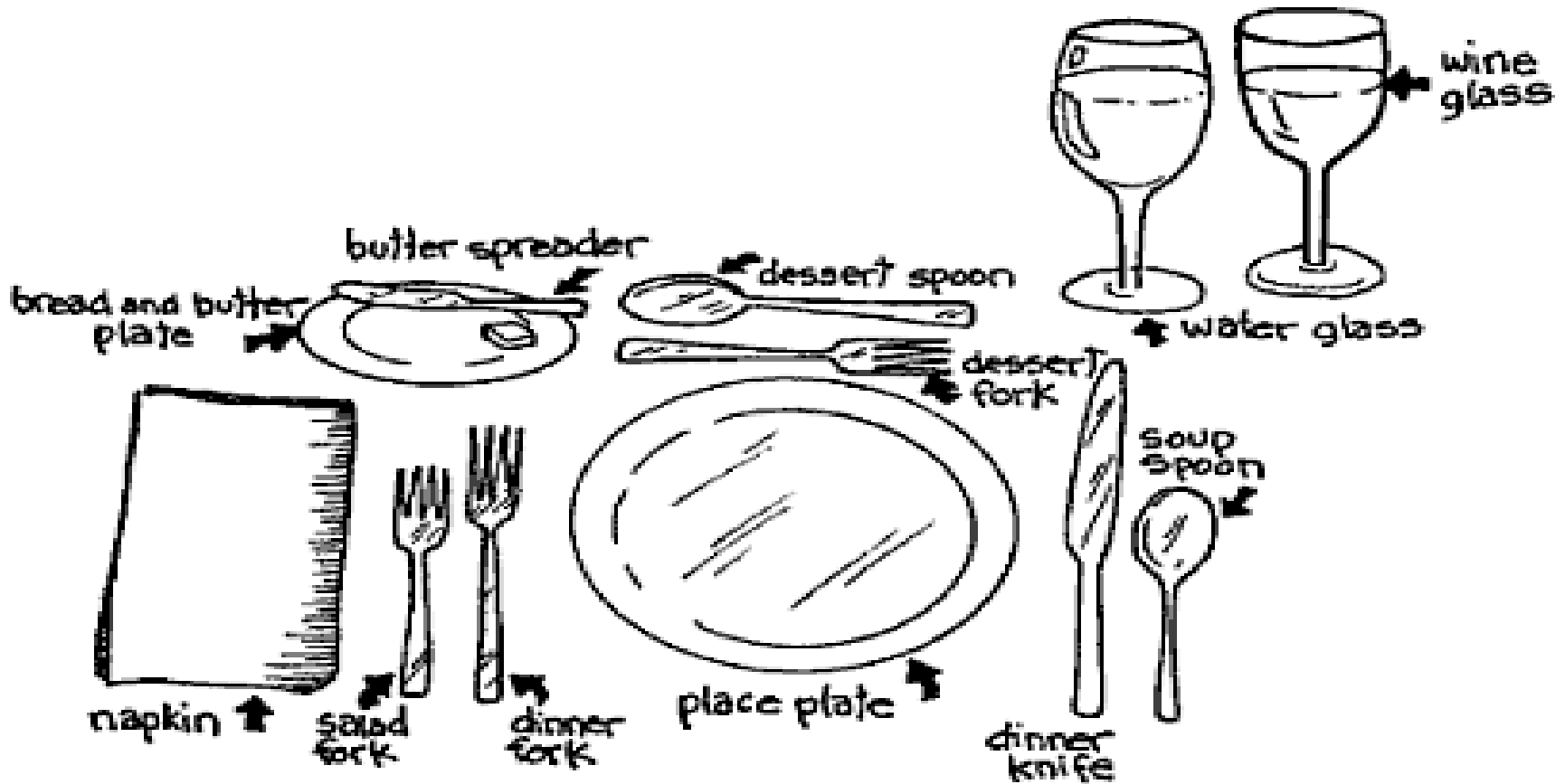
Communication

- Beware of topics that are always safe to discuss
 - The weather
 - It's a lovely day today, isn't it?
 - Hospitality
 - Restaurants and food
- Be careful when you talk about some topics
 - Age, eg "How old are you?"
 - Appearance or weight, eg "You seem to have put on some weight"
 - Money
 - Jokes that might offend (especially sexist or racist jokes)
 - Sex (some people have strong religious views about this, or are embarrassed by the subject)

Table Manners



Table Manners



Business Etiquette

- A firm handshake
- Knowledge of country
- Knowledge of language
- Don't use any pressure tactics
- Watch any slang



Overcoming Challenges at Work

- Take criticism positively
- Difficult people
- Managing conflicts
- Managing ethical dilemmas
- Handling sexuality
- Respect physical differences and disabilities

Dress Code



- <http://www.dresscodeguide.com/>



Professional Best Practice



Thank you