





# Executive Etiquette 2004



# Excellence

- **Personal Satisfaction**
- **Cooperation**
- **Relationships**
- **Recognition**
- **Professional Gains**

# Personal Satisfaction ...

- **People who adhere to some form or another of spiritual or inspirational belief tend to focus more on ethics.**

- 
- **People who have respect for themselves usually show respect for others.**

- 
- **People who maintain a high level of personal ethics tend to have lower levels of stress.**

# Cooperation ...

- **Cooperating with others offers a better chance that others will cooperate with you.**

- 
- **Cooperation fosters a sense of well being in any group setting.**

- 
- **Cooperation is one of the attributes employers value.**



➤ **Cooperation is not capitulation.**

# Relationships ...

- **Personal and professional relationships are richer and longer lived the higher your personal ethics.**

- 
- **Higher personal ethics tends to draw people with high personal ethics into your realm.**

- 
- **Higher personal ethics tend to raise other people's personal ethics.**

# Recognition ...

- **People hold you in higher esteem the higher your level of personal ethics.**

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- **Employers want those with the highest in personal ethics in their higher positions.**

- 
- **You will make enemies, but these are usually people with lower levels of personal ethics.**

# Professional Gains ...

- **Promotions**
- **Performance Reviews**
- **Raises**
- **Profit Sharing**
- **Higher responsibility**
- **The respect of peers and employers**
- **Perks**



We've talked a lot about  
ethics, but what are they?



**Ethics: the personal code we  
choose to live by.**



**The rules that society functions on.**



**The morals and values that we  
hold sacred.**



**That intangible “thing” that allows  
us to sleep peacefully at night.**



We all must have something  
we “believe in” ...

**A personal code of behavior is  
necessary to smoothly interacting  
with others.**



➤ **Our words and actions prove whether or not our code is real or in word only.**

- 
- **People may not have the same belief system, but they tend to respect those who have one that they adhere to.**

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- **“Those who believe in nothing will fall for anything.”**
  - **People with a personal code of ethics are less likely to be gullible.**

# Society at large ...

- **We only have control over our own ethics.**
- **We can only influence others by our own attitudes and actions.**



➤ **The best teacher is by example.**



➤ **Crime, war social injustices and destruction are all products of paying lip service to a belief system.**

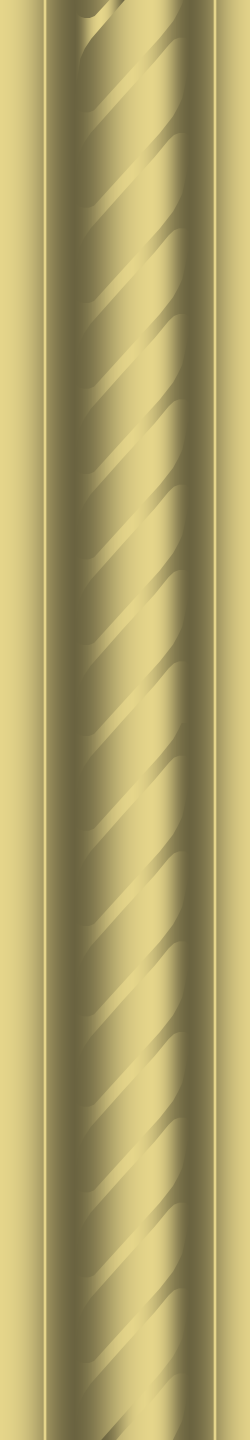


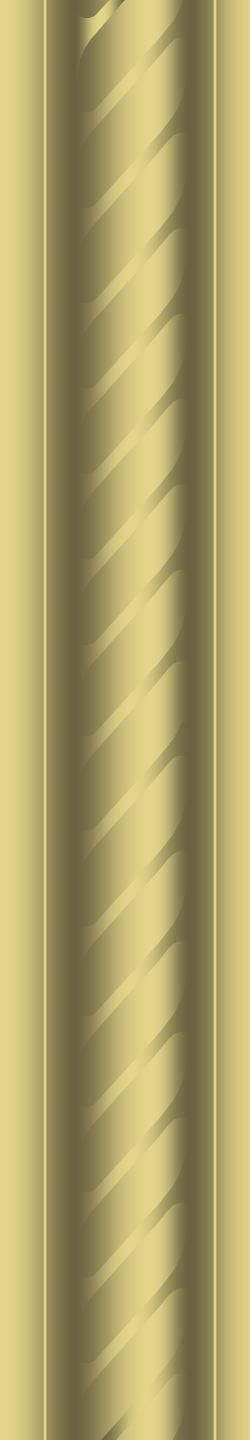
➤ **We can only change the world by changing our own attitude first.**

# Controlling Stress ...

- **Anger Management**
  - **Pick your battles.**
  - **What will you accomplish getting angry over everything that you encounter?**

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- **What satisfaction do you get from your reaction?**
  - **Is there a more peaceful way to achieve your goal?**
  - **Can you still obtain your goal without becoming angry?**

- 
- **“You can catch more flies with honey, than with vinegar.”**
  - **It’s easier to reach a satisfactory conclusion when all heads are calm.**
  - **And if you are the only calm person involved in the discussion, you might positively influence others by your attitude.**



➤ **“Look before you leap.”**

➤ **Think before you react.**

➤ **Stop, take a deep breath, and think about your reaction and words. You will find that it's easier to come up with a logical solution to any situation when you take your time.**

# The purpose for all of this?

- **Who we are at home is who we are in the workplace.**
- **Can you *really* be different or is this a myth?**

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- **There is only one of each of us. A split person is a confused person.**
  - **“Know yourself”. The key to success in any area of life is knowing yourself, your strengths and limitations and your goals.**

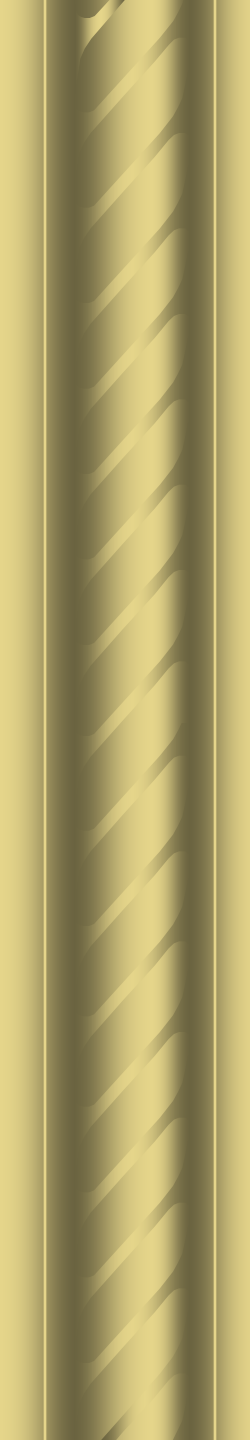
- 
- **There is no fooling ourselves. A poor personal ethic equals a poor work ethic.**
  - **What we believe colors how we act and who we are.**

- 
- **One of the fastest ways to the unemployment line is a poor personal ethic.**
  - **A poor personal ethic shows others that we have little respect for ourselves or anyone else.**

# The Workplace ...

- **The values that you live by carry over into the workplace.**
- **It really does “pay” to have high standards.**

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- **The highest standards in all areas are always eventually recognized by superiors.**
  - **Honesty, integrity and loyalty are important commodities in any area of life.**

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- **Excellence will always eventually win over prejudices and biases.**
  - **"Patience IS a virtue."**
  - **You will sometimes encounter others who do not share your high standards. They are not an example of all people. Many times these people become passed over or fired, so it is always in your best interest to ignore them.**



➤ **"Practice makes perfect."**

➤ **The more you practice good habits,  
the more natural they will become  
in your life.**



Concerns in the office ...

- 
- **Duplicity**
  - **Theft**
  - **Backbiting**
  - **Shirking Duties**
  - **Irresponsibility**
  - **Disregard for corporate policy**
  - **Courtesy**
  - **Respect**
  - **Client Contact**
  - **Your employer's "bottom line"**

# Duplicity ...

- **Lying**
- **Editing information for selfish motives**

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- **What will you gain? What will you lose?**
  - **What impression does that attitude leave behind?**

- 
- **How do you *know* that no one will find out? Is that a chance you are willing or can afford to take?**
  - **What does lying on others say about you as a person other can trust?**

# Theft ...

- **Using office equipment and supplies for personal use without prior authorization.**

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- **Removing office equipment and supplies without prior authorization.**



➤ **Allowing others to use or remove office equipment or supplies without prior authorization.**

➤ *"If you are not a part of the solution, you are a part of the problem."*

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- **Many an organization has gone bankrupt from wide scale, flagrant abuses in this area.**

# Backbiting ...

- **What is backbiting?**
  - **Bad mouthing another out of spite.**
- **Should it be in the workplace?**
- **What other solutions can be found?**
- **What harm can it cause to you, your career and other people?**
- **The two extremes are backbiting and never speaking out when necessary. There *is* a middle ground. Find it.**

# Shirking Duties ...

- **If you were given a task, there is always a purpose for it.**
- **If you do not do it, your superiors will find someone else who will. Eventually *that* person will also have your job.**
- **Will your superiors offer you opportunities of greater responsibility if you shirk those you presently are responsible for?**

# Irresponsibility ...

- **Never take your employer's concerns lightly. You can not expect them to take yours seriously when you ignore theirs.**

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- **Learn time management skills.**
  - **Show respect to others' time and resources.**

- 
- **Always strive to do your best.  
Worst efforts are rarely rewarded.**

# Disregard for corporate policy ...

## ➤ Time Management

- Being on time
- Answering to superiors for your whereabouts during office hours

## ➤ Behaviors

- Language
- Harassment

## ➤ Dress Codes

- Learn what is and isn't appropriate and adhere to it

## ➤ Chain of Command

- Show respect for those you report to

## ➤ Office Protocols

- Find out what they are and adhere to them

# Courtesy ...

- **The “golden rule”.**
  - **Treat others the way you want to be treated.**
- **How much does it *really* cost to be polite?**
- **What do you gain by being polite?  
What do you lose?**
- **Those who show courtesy and respect to others have a higher longevity on the job.**

# Respect ...

- **“Respect is earned, not demanded”**
- **If you do not respect your superiors, co-workers and place of business, how long will you continue to hold that position?**
- **The “old fashioned courtesies” of ‘please’, ‘excuse me’, and ‘thank you’ still work and show respect in visible ways.**

# Client Contact ...

- **Without the proper attitude, will your superiors want you to have any contact with their customers?**

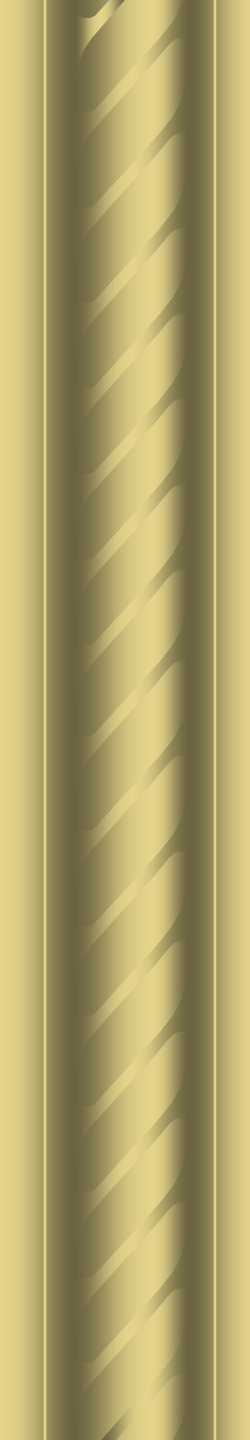


➤ **What could improper attitudes and behaviors do to their customer base?**



➤ **Without customers, how long will your employers remain in business? And will you still have a job?**

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- **Keeping the clients happy increases the profit margin, which allows your employers to offer financial incentives to you.**

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- **Remember, in the “extra perks” category, most employers are going to “take theirs first”. If you want “yours”, you must contribute to the company good.**



Your employer's "bottom line" ...



➤ **What is the “bottom line”?**

➤ **The most important reason your employer is in business – profits.**

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- **What is your employer's "bottom line?"**
  - **You need to know this and respect it if you want to keep your position.**

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- **Is this the only important thing?**
  - **A smart employer knows that taking care of his employees will help him to realize his personal and corporate “bottom line”. Give him the chance to prove it.**



How does all this relate to  
“Excellence”?

- 
- **Excellence is the overall goal threshold that you set for yourself in life: Personal, professional and interactive.**

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- **Everything that you say, do, think and feel contributes or detracts from your personal “Excellence Quotient”.**

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- **These things, once transmitted to others affects their opinion of you.**
  - **How *do* you want others to see you?**



What can you do to improve?

- 
- **Perform an honest and thorough personal assessment.**



➤ **Respect and appreciate your strengths.**



➤ **Find ways to turn your weaknesses into strengths.**

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- **Ask people you trust for an honest evaluation of you. Those close to us sometimes see things we overlook.**

- 
- **Create an “Excellence Quotient”, a level of personal quality to reach for. There is not a human alive who couldn’t benefit from some improvement.**



What to do once you've  
"assessed" yourself ...

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- **Begin in the smallest ways to make necessary changes. Starting small is less daunting than tackling large challenges. Work your way up to them.**

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- **Seek out people with high standards of excellence and use them as your guide. Many are willing to give assistance to anyone wanting to improve themselves.**

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- **Search the many self improvement resources available from religious and literary sources.**

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- **Use common sense. Make sense  
“common” in your life.**

- 
- **Recognize when you slip up and apologize. Letting others know that this is something you are working on goes a long way towards improving not only their opinion of you, but your opinion of yourself.**



Something to Remember ...

# The “Serenity Prayer”

**“Help me to accept the things I can not change, change the things I can, and give me the wisdom to know the difference ...”**

