

VOCATION UNIT 7

Job Etiquette





Job etiquette is a code that governs expectations of behavior at work. This code can vary at different workplaces depending on the environment.





Job etiquette is important because it ensures a positive, healthy, and effective work environment.





Job etiquette is made up of body language, good behavior, effective communication, and enforcement of rules such as a dress code or company policies.





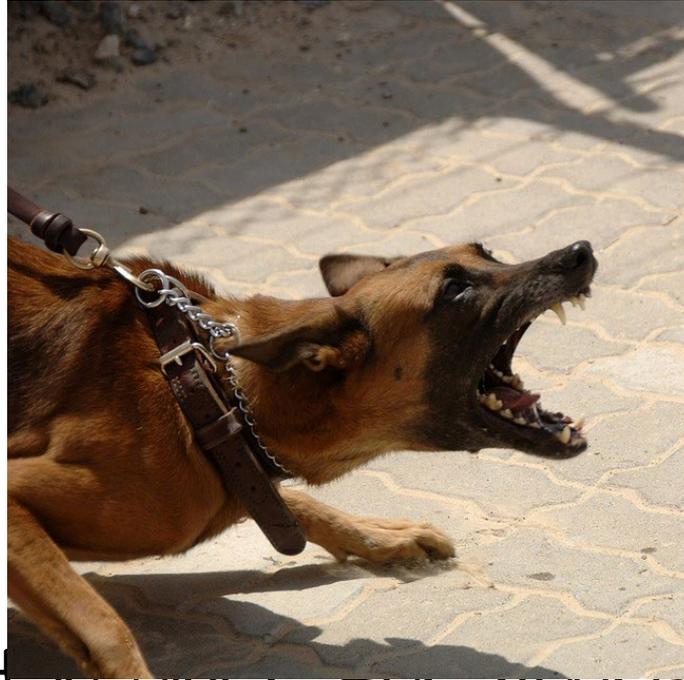
Dress codes are put in place to distinguish employees from customers, as well as ensure appropriate attire for the job responsibilities.





Company policies, including a dress code, help prevent problems from occurring.





They may be put in place for yours and the customer's safety. For example, a store might have a policy of "No Pets Allowed" to avoid aggressive pets making others feel uncomfortable.





Expectations of behavior at work are to ensure professionalism and promote healthy work relationships. It is an expectation is to be ethical in your actions, which means being honest.





It is also an expectation is to be friendly and have a great attitude when working with coworkers or customers.





Some common expectations include showing you are dependable by being punctual or calling in sick if you need to miss work.



Scheduled to work at:



Arrive at work:



Being punctual means showing up for work early or on time, on a regular basis.





Sometimes you get sick or need a day off of work and that is ok. It is then your responsibility to inform your boss that you cannot make it into work.





First find out your employer's process or policy on calling in sick.

You might have to call a specific number or person, email, write a letter, or text.





I'm not feeling good and
I won't be coming into
work today.

When you call in, keep it brief and to the point. You can say something like "I'm sick and cannot make it to work today."





Be careful about posting on social media during your day off, you don't want to get caught doing something when you told your boss you were too sick to work.





When you return to work, show your boss that you are still a committed team member and work hard to catch up on any work you missed.





An important skill is having 'soft skills' such as being friendly, showing honesty or communicating. This can lead to effective and efficient teamwork and satisfied customers





Some examples of soft skills include flexibility, problem-solving, ethics, attitude, and communication.





Another important part of job etiquette is preventing & reporting sexual harassment. Sexual harassment is unwelcome verbal or physical behavior in the workplace that makes others feel uncomfortable.





Sexual Harassment can happen anyone. It can happen to males, females, any ethnicity, any age, between the same gender, and from any position (eg. supervisor or customer).





Sexual harassment can be asking for favors such as a massage or to go on a date, in exchange for a benefit, promotion or keeping a job.





Sexual harassment can be flirting with, touching, grabbing, squeezing, pinching, or patting a co-worker.





Sexual harassment can be sending coworkers inappropriate emails or videos, or having inappropriate content posted up.





Sexual harassment can be staring or leering at a coworker, even if they don't notice you are staring.





If someone is making you feel uncomfortable, tell them "no" or "stop", then report it to your supervisor or human resources (HR).





Sexual harassment is against the law,
and it is your employer's responsibility
to prevent and prohibit it.



Quiz



Job etiquette is just following the dress code.

TRUE

FALSE



Try Again





Correct!



Which is NOT an example of good job etiquette?

FUNNY JOKES

FOLLOWING DRESS
CODE

GOOD BEHAVIOR

EFFECTIVE
COMMUNICATION



Try Again





Correct!



What is being early or on time to work on a regular basis?

PUNCTUAL

COMMUNICATION

DRESS CODE



Try Again





Correct!



If you need to miss a day of work, what should you do?

NOTHING

CALL IN SICK

GO TO WORK



Try Again





Correct!



Is it OK to call in sick
every week?

YES

NO



Try Again





Correct!



Having soft skills means being friendly, showing honesty or communicating.

TRUE

FALSE



Try Again





Correct!



Sexual Harassment is:

UNWANTED AND
INAPPROPRIATE ACTIONS

AGAINST THE LAW

THE EMPLOYER'S
RESPONSIBILITY TO PREVENT

ALL OF THE ABOVE



Yes, but what else?





Correct!



Is it considered sexual harassment if you tap your coworker on the butt to congratulate them?

YES

NO



Try Again





Nice Job, All Done!