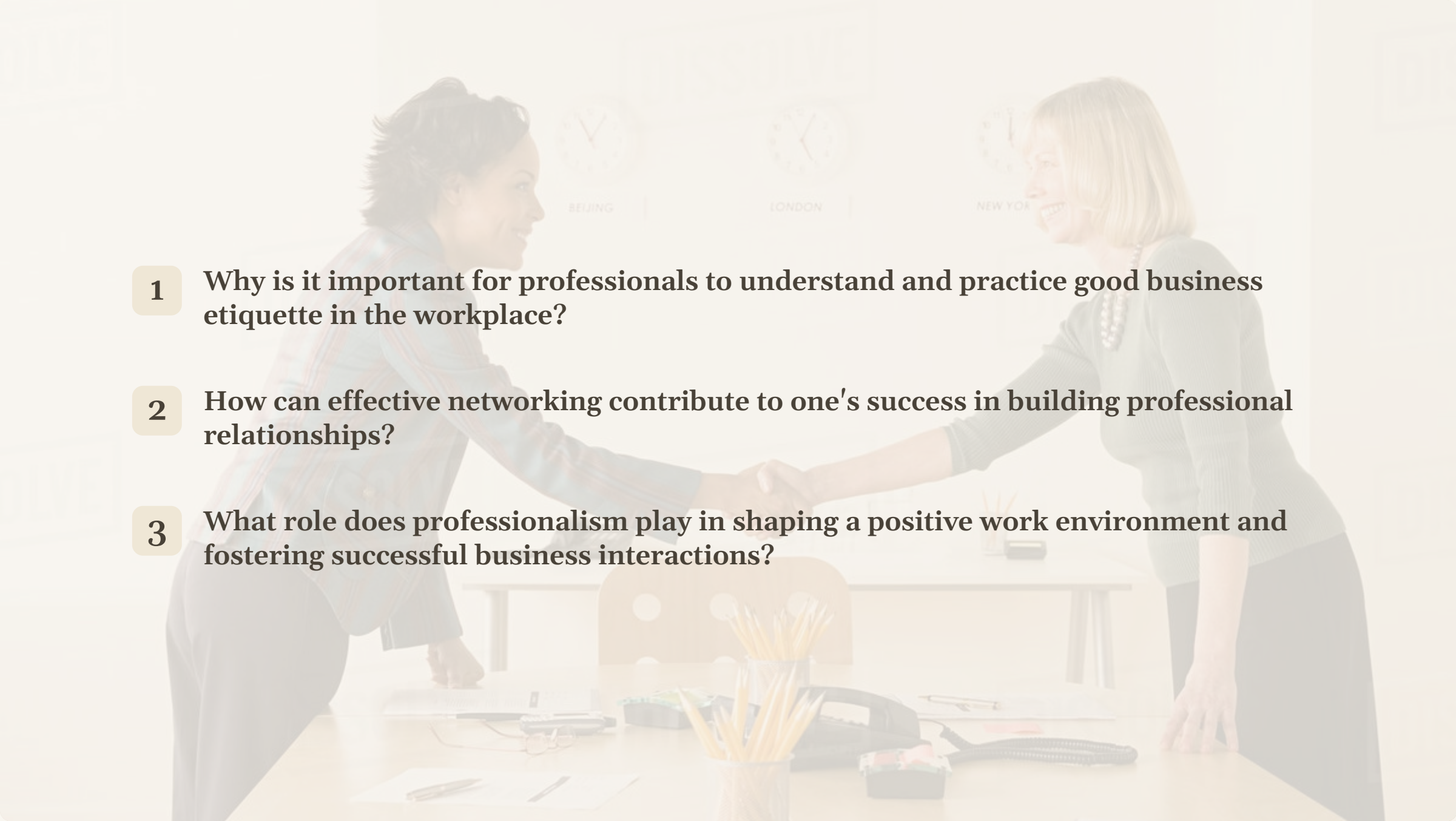


Business Etiquette Business English Lesson



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- The background image shows two women in professional attire shaking hands across a desk. In the background, there are three wall clocks labeled 'BEIJING', 'LONDON', and 'NEW YORK'. The desk in the foreground has various office supplies like pens, a telephone, and papers.
- 1** Why is it important for professionals to understand and practice good business etiquette in the workplace?
 - 2** How can effective networking contribute to one's success in building professional relationships?
 - 3** What role does professionalism play in shaping a positive work environment and fostering successful business interactions?



Protocol

The official procedure or system of rules governing affairs of state or diplomatic occasions.

- 1** Define the term 'diplomatic protocol.'
- 2** What are some examples of following protocol in a business setting?
- 3** Explain the importance of adhering to protocol in international business.

Sub-Vocabulary: diplomacy, formalities, procedures

Networking

The action or process of interacting with others to exchange information and develop professional or social contacts.

- 1 What are the benefits of networking in the business world?
- 2 How can effective networking help in career growth?
- 3 Share some tips for successful networking events.

Sub-Vocabulary: connections, relationships, socializing



Professionalism

The competence or skill expected of a professional.

- 1 What qualities define professionalism in the workplace?
- 2 How can one demonstrate professionalism in business communications?
- 3 Discuss the importance of upholding professionalism at all times.

Sub-Vocabulary: conduct, demeanor, expertise





Courtesy

The showing of politeness in one's attitude and behavior towards others.

- 1 Give examples of demonstrating courtesy in business interactions.
- 2 How can lack of courtesy affect business relationships?
- 3 Share some strategies for practicing courtesy in a multicultural business environment.

Sub-Vocabulary: manners, etiquette, respectfulness



Confidential

Confidentiality is an ethical principle in... to third parties

Confidentiality

The state of keeping or being kept secret or private.

- 1 Why is maintaining confidentiality crucial in business dealings?
- 2 What are some common scenarios where confidentiality must be upheld?
- 3 How can employees ensure confidentiality when handling sensitive information?

Sub-Vocabulary: discretion, privacy, confidentiality agreement

Punctuality

The characteristic of being able to complete a required task or fulfill an obligation before or at a previously designated time.

- 1 Explain the impact of punctuality on business meetings.
- 2 How can one improve punctuality in professional settings?
- 3 Discuss cultural differences in perceptions of punctuality in business.

Sub-Vocabulary: timeliness, promptness, meeting deadlines





Respect

A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.

- 1 Why is showing respect important in business negotiations?**
- 2 How can one earn respect in a diverse workplace?**
- 3 Share examples of respectful communication in a team setting.**

Sub-Vocabulary: esteem, honor, consideration



Conflict Resolution

The process of resolving a dispute or a conflict by meeting at least some of each side's needs and addressing their interests.

- 1 What are some key strategies for effective conflict resolution in a team?
- 2 How can conflicts be turned into opportunities for growth in a company?
- 3 Discuss the role of empathy in resolving conflicts at the workplace.

Sub-Vocabulary: negotiation, mediation, compromise

Dress Code

A set of rules specifying the correct manner of dressing for a particular event or in a particular social setting.

- 1 Why is it important to adhere to a dress code in professional environments?
- 2 How does dressing appropriately contribute to one's professional image?
- 3 Share some tips for dressing according to different business dress codes.

Sub-Vocabulary: attire, grooming, dress guidelines





Email Etiquette

The customary code of polite behavior in society or among members of a particular profession or group when communicating via email.

- 1 What are some best practices for email etiquette in business communication?
- 2 How can one ensure clarity and professionalism in email correspondence?
- 3 Discuss the importance of proofreading emails before sending them.

Sub-Vocabulary: email tone, formal writing, digital communication

Handshake

A gesture of greeting, goodwill, or congratulation in which one person grasps another's hand.

- 1 Why is a firm handshake important in business introductions?**
- 2 How can cultural differences influence handshake customs?**
- 3 Share tips for giving a confident handshake in a business setting.**

Sub-Vocabulary: greeting, handshake grip, non-verbal communication





Listening Skills

The ability to actively receive and interpret messages in the communication process.

- 1 Why are good listening skills crucial in business meetings?**
- 2 How can one develop strong listening skills in a professional setting?**
- 3 Discuss the impact of active listening on building rapport with clients.**

Sub-Vocabulary: attentive listening, comprehension, feedback

Cell Phone Etiquette

The customary code of polite behavior in society or among members of a particular profession or group when using cell phones.

- 1 What are some dos and don'ts of cell phone etiquette during meetings?
- 2 How can one maintain professionalism while using cell phones at work?
- 3 Share guidelines for appropriate cell phone use in an office environment.

Sub-Vocabulary: phone manners, cell phone use, smartphone etiquette





Meeting Etiquette

The customary code of polite behavior in society or among members of a particular profession or group during meetings.

- 1 What are some key aspects of meeting etiquette that contribute to successful discussions?
- 2 How can one prepare effectively for a business meeting?
- 3 Discuss the importance of punctuality and active participation in meetings.

Sub-Vocabulary: meeting conduct, participation, agenda management

Intercultural Communication

The exchange of information between individuals from different cultures, often influenced by cultural differences.

- 1 How can awareness of cultural differences improve intercultural communication?
- 2 What are some challenges in intercultural communication and how can they be overcome?
- 3 Share strategies for promoting inclusivity and understanding in a multicultural workplace environment.

Sub-Vocabulary: cross-cultural communication, diversity, global awareness



Lesson preview | Business Etiquette

Question & Core Vocabulary Preview

Why is it important for professionals to understand and practice good business etiquette in the workplace?

Why is it important for professionals to understand and practice good business etiquette in the workplace?

What role does professionalism play in shaping a positive work environment and fostering successful business interactions?

Vocabulary Words about Business Etiquette:

Protocol - The official procedure or system of rules governing affairs of state or diplomatic occasions. Practice Questions:

- a. Define the term 'diplomatic protocol.'
- b. What are some examples of following protocol in a business setting?
- c. Explain the importance of adhering to protocol in international business.

Networking - The action or process of interacting with others to exchange information and develop professional or social contacts. Practice Questions:

- a. What are the benefits of networking in the business world?
- b. How can effective networking help in career growth?
- c. Share some tips for successful networking events.

Professionalism - The competence or skill expected of a professional. Practice Questions:

- a. What qualities define professionalism in the workplace?
- b. How can one demonstrate professionalism in business communications?
- c. Discuss the importance of upholding professionalism at all times.

Courtesy - The showing of politeness in one's attitude and behavior towards others. Practice Questions:

- a. Give examples of demonstrating courtesy in business interactions.
- b. How can lack of courtesy affect business relationships?
- c. Share some strategies for practicing courtesy in a multicultural business environment.

Confidentiality - The state of keeping or being kept secret or private. Practice Questions:

- a. Why is maintaining confidentiality crucial in business dealings?
- b. What are some common scenarios where confidentiality must be upheld?
- c. How can employees ensure confidentiality when handling sensitive information.

Punctuality - The characteristic of being able to complete a required task or fulfill an obligation before or at a previously designated time. Practice Questions:

- a. Explain the impact of punctuality on business meetings.
- b. How can one improve punctuality in professional settings?
- c. Discuss cultural differences in perceptions of punctuality in business.

Respect - A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements. Practice Questions:

- a. Why is showing respect important in business negotiations?
- b. How can one earn respect in a diverse workplace?
- c. Share examples of respectful communication in a team setting.

Conflict Resolution - The process of resolving a dispute or a conflict by meeting at least some of each side's needs and addressing their interests. Practice Questions:

- a. What are some key strategies for effective conflict resolution in a team?
- b. How can conflicts be turned into opportunities for growth in a company?
- c. Discuss the role of empathy in resolving conflicts at the workplace.

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- a. Why is it important to adhere to a dress code in professional environments?
- b. How does dressing appropriately contribute to one's professional image?
- c. Share some tips for dressing according to different business dress codes.

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- a. What are some dos and don'ts of cell phone etiquette during meetings?
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- a. How can awareness of cultural differences improve intercultural communication?
- b. What are some challenges in intercultural communication and how can they be overcome?
- c. Share strategies for promoting inclusivity and understanding in a multicultural workplace environment.

Lesson Core Vocabulary & Sub Vocabulary Preview

Protocol - The official procedure or system of rules governing affairs of state or diplomatic occasions.

Sub-Vocabulary:

1. **Diplomacy** - The profession, activity, or skill of managing international relations.
2. **Formalities** - The rigid observance of rules of convention or etiquette.
3. **Procedures** - An established or official way of doing something.

Networking - The action or process of interacting with others to exchange information and develop professional or social contacts.

Sub-Vocabulary:

1. **Connections** - Relationships in which a person, thing, or idea is linked or associated with something else.
2. **Relationships** - The way in which two or more people or things are connected.
3. **Socializing** - Participating in social activities to meet people and build relationships.

Professionalism - The competence or skill expected of a professional.

Sub-Vocabulary:

1. **Conduct** - The manner in which a person behaves, especially in a particular context.
2. **Demeanor** - The outward behavior or bearing of a person.
3. **Expertise** - The skill or knowledge in a particular field.

Courtesy - The showing of politeness in one's attitude and behavior towards others.

Sub-Vocabulary:

1. **Manners** - The way in which something is done or happens.
2. **Etiquette** - The customary code of polite behavior in society or among members of a particular profession or group.
3. **Respectfulness** - Showing or having respect.

Confidentiality - The state of keeping or being kept secret or private.

Sub-Vocabulary:

1. **Discretion** - The quality of behaving or speaking in such a way as to avoid causing offense or revealing private information.
2. **Privacy** - The state or condition of being free from being observed or disturbed by other people.
3. **Confidentiality Agreement** - A legal contract that outlines information that one party wishes to share with another but for which restrictions on disclosure apply.

Punctuality - The characteristic of being able to complete a required task or fulfill an obligation before or at a previously designated time.

Sub-Vocabulary:

1. **Timeliness** - The state of occurring at a suitable or opportune time.
2. **Promptness** - The quality of doing something quickly and without delay.
3. **Meeting Deadlines** - Completing tasks within the designated time frame.

Respect - A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.

Sub-Vocabulary:

1. **Esteem** - Respect and admiration, typically for a person.
2. **Honor** - High respect; esteem.
3. **Consideration** - Careful thought, typically over a period of time.

Conflict Resolution - The process of resolving a dispute or a conflict by meeting at least some of each side's needs and addressing their interests.

Sub-Vocabulary:

1. **Negotiation** - Discussion aimed at reaching an agreement.
2. **Mediation** - Intervention in a dispute in order to resolve it.
3. **Compromise** - An agreement or settlement of a dispute that is reached by each side making concessions.

Dress Code - A set of rules specifying the correct manner of dressing for a particular event or in a particular social setting.

Sub-Vocabulary:

1. **Attire** - Clothes, especially fine or formal ones.
2. **Grooming** - The practice of keeping oneself clean and neat.
3. **Dress Guidelines** - Instructions or rules regarding appropriate clothing for specific occasions.

Email Etiquette - The customary code of polite behavior in society or among members of a particular profession or group when communicating via email.

Sub-Vocabulary:

1. **Email Tone** - The overall feeling or attitude expressed by the composition of an email.
2. **Formal Writing** - Writing that follows the conventions of a formal, official style.
3. **Digital Communication** - The exchange of information through electronic means.

Handshake - A gesture of greeting, goodwill, or congratulation in which one person grasps another's hand.

Sub-Vocabulary:

1. **Greeting** - A polite word or sign of welcome or recognition.
2. **Handshake Grip** - The firmness and manner in which one's hand is grasped.
3. **Non-verbal Communication** - Communication without words; includes gestures, expressions, and body language.

Listening Skills - The ability to actively receive and interpret messages in the communication process.

Sub-Vocabulary:

1. **Attentive Listening** - Listening with full attention to the speaker.
2. **Comprehension** - The ability to understand and grasp the meaning of something.
3. **Feedback** - Information given in response to something, such as communication.

Cell Phone Etiquette - The customary code of polite behavior in society or among members of a particular profession or group when using cell phones.

Sub-Vocabulary:

1. **Phone Manners** - Polite or acceptable way of using the telephone.
2. **Cell Phone Use** - The manner and context in which a cell phone is used.
3. **Smartphone Etiquette** - The set of rules or guidelines for using smartphones in a socially acceptable manner.

Meeting Etiquette - The customary code of polite behavior in society or among members of a particular profession or group during meetings.

Sub-Vocabulary:

1. **Meeting Conduct** - The manner in which one behaves during a meeting.
2. **Participation** - The action of taking part in something.
3. **Agenda Management** - The process of organizing and controlling the items to be discussed in a meeting.

Intercultural Communication - The exchange of information between individuals from different cultures, often influenced by cultural differences.

Sub-Vocabulary:

1. **Cross-Cultural Communication** - Communication between people of different cultural backgrounds.
2. **Diversity** - The inclusion of different types of people in a group or organization.
3. **Global Awareness** - Understanding and having knowledge of cultures and world events.