

**GRADE 12**

# **GLOBAL ETIQUETTE HANDBOOK**

**By Dr. Shweta Singh & Lloyd D'Souza**

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**By**

**DR. SHWETA SINGH  
& LLOYD D'SOUZA**

# **PREFACE**

With the world growing smaller each day, it is imperative that every child be aware and practice good etiquette that is internationally acceptable. Etiquette is a very important aspect of society life and reflects upbringing and culture. We can even go to the extent of saying that the practice of good etiquette by everyone eventually renders law redundant.

When we started writing this book, we had but one intention in mind; to make the world a better place with the use of good etiquette. The book is written in a very easy to understand manner to make sure everyone reading this book learns easily.

We hope you enjoy this book and learn from it, as much as we have enjoyed bringing it to you.

Dr. Shweta Singh & Lloyd D'Souza

Every year brings about new and varied experiences in our lives, and we have been learning new skills and gaining a lot of new knowledge. We are at a point in our lives where we are just on the verge of selecting our vocation for life. The education we gain over the next few years will define our profession and role in society.

At this point it helps for us to be prepared for the future and get a glimpse of what is to come. In this book, we will look at some aspects of etiquette that will help us in the present as well as prepare us for the future.

# TABLE OF CONTENTS

Preface.....	i
CHAPTER 1 – Workstation.....	1
CHAPTER 2 – Sense of Responsibility .....	3
CHAPTER 3 – Grooming for Success.....	5
CHAPTER 4 – Corporate Ethics .....	7
CHAPTER 5 – Data Confidentiality.....	9
CHAPTER 6 – Stress Management.....	11
CHAPTER 7 – Emotional Intelligence.....	13
CHAPTER 8 – Ability to Change.....	15
Summary.....	17



# CHAPTER 1

## WORKSTATION

Your workstation is not only a place for you to work or study but also your seat of creativity. You can tell a lot about a person just by looking at their workstation.

Let us now look at some important points about our workstation.

1. The mantra is, BE ORGANISED. Have dedicated places for everything. Keep all files in one shelf. All loose papers in a tray. Let wires be tied if needed.
2. Keep your to-do list at the front so that every morning when you come to your desk you know what is to be done.
3. Have designated places for all work done, projects completed etc.
4. Pending work or projects should be kept at a different place with tags marking them with red flags or stars.
5. Have a bulletin board to keep you aware of your exams, project dates or anything that needs

attention. Sticky notes help in this. The bulletin board can also be used to pin up certain ideas that may crop up all of a sudden.

6. Make sure your workstation is well – lit. If needed add a table lamp.
7. Make use of as many colours as possible to mark different things.
8. Keeping your workstation clean is your responsibility.
9. A clean, well organised workstation is a sign of a person who has clear thoughts.
10. A messy workstation will impede your work, distract you and reduce your productivity.



## **CHAPTER 2**

# **SENSE OF RESPONSIBILITY**

In previous grades we learnt about responsibility at home and on the personal front. Now that we are older and about to step into the real world, we will learn more about being socially responsible.

1. Being ‘socially responsible’ means caring for and empathising with people that we come across in our lives.
2. If you see a younger child struggling in studies, offer to tutor him/her.
3. Pocket money that you save can also be used to help the lesser fortunate by giving as help or donation. The amount, however small will surely be of some help to someone.
4. Buy a meal for someone if you see them hungry.
5. Respect a janitor as you would a CEO.
6. If you have old clothes etc. in good condition; give

them to those who need. Do not give torn clothes, shoes etc. Maintain respect while giving.

7. Public property is for you to use. Make sure you respect that and do not damage public property.
8. Offer to help for social causes or at charity functions.
9. Be responsible for yourself and your actions. Make sure that your actions do not have a negative impact on others.
10. You are a representative of you family, school, college, workplace and society. Make sure you do the right thing.
11. The environment is your responsibility, make sure you take good care of it.
12. Whenever you take on any responsibility in life, however large or small the case, make sure you fulfil your duties to the fullest.

Remember, we have but one life, let us give the most we can!

## **CHAPTER 3**

# **GROOMING FOR SUCCESS**

Grooming, needless to say is not only essential but is also a part of your manners. Being well dressed and well groomed implies you are a person with good manners, and why not? Everybody likes to look at a well-dressed person.

Research shows that well-groomed people are preferred for employment and for conducting business alike. Therefore, you have more chances of being employed or cracking that business deal if you look the part.

Here are some tips on how to groom for success :-

1. As silly as it may sound, but all grooming starts with cleanliness, so, a bath is never an option when you have to present yourself well.
2. Use a deodorant especially in the summers where you sweat more. Perfumes cannot do what a deodorant does. Moreover, perfumes may be

strong and overwhelming to some people. Use perfumes only for night parties and mild scented deodorants for anything professional.

3. Clothes should be crisp, clean and ironed (doesn't matter if they're not expensive).
4. A third layer (for E.G. A jacket or a blazer) adds a lot to your attire and it is almost always preferred in a professional space.
5. Prefer colours that are muted or sober. You can never go wrong with pastel colours. This is to keep the attention to what you are speaking than to what you are wearing.
6. For girls, make up should be a no-make up look. Lipsticks nude and hair neatly done. Strands of loose hair cause distraction.
7. Shoes for men should be polished. For girls, low to mid-sized heels.
8. Jeans and T-shirts are strict no no for any formal occasion.
9. For men, only full trousers and for women, if wearing skirts, make sure they are knee length when you're sitting down.
10. Nothing ruins your look more than a bad posture. So, do not slouch, stand straight with shoulders out and stomach tucked in.

## **CHAPTER 4**

# **CORPORATE ETHICS**

Once you are done with your education, you will likely be working in the corporate sector. Here are some important points that will help you do well in the future. It's never too soon to start learning these, you will have a head start when you actually need to use these.

1. Be presentable – in a corporate scenario, you are the face of your company. Make sure you look the part.
2. Accountability – if you have taken on a project or task, see it through. Make sure you complete it and do it well.
3. An attitude of gratitude – be thankful for the role you have and strive to be the best at it.
4. Never bad mouth your organisation.
5. Strive for the growth and development of the entire organisation as against only personal growth.

6. Avoid personal agendas within the corporate setup.
7. Honesty – be honest in your duties. Do not offer or accept any favours or bribes.
8. Follow protocol – if there are issues that you face with doing your work correctly, escalate the issue for a resolution in the prescribed manner. The Human Resources team would typically be able to assist you with this.
9. Do not use company resources for personal purposes.
10. Be respectful of your peer, subordinates and superiors alike.
11. Be cheerful – be the person who lights up the room as soon as they walk in.
12. Be dependable – be known for doing what you say you will.
13. Be chivalrous and courteous. If you see someone walking towards the elevator when you are in it, hold it for them.

## **CHAPTER 5**

# **DATA CONFIDENTIALITY**

Data is defined as: Facts and statistics collected together for reference or analysis. (source – Oxford Dictionary)

Every company owns data that helps them run the business and generate revenue. If they lose this data to a competitor, they could end up losing business and in a worst case scenario; shutting down. Hence it is imperative that this data be kept confidential. Every member of the company has a responsibility to ensure confidentiality of company data.

Here are some points you must consider with respect to data confidentiality:

1. Do not share information about your company with outsiders.
2. Do not send out emails to unknown or unconfirmed email addresses.
3. Do not print emails and other data unless absolutely necessary. Never print outside of the company premises.

4. Do not carry printed material outside the office.
5. Avoid writing down confidential details in personal notebooks or dairies.
6. If you are going to share company data with people from another company for business purposes, make sure you sign and NDA (Non Disclosure Agreement) with them before you share.
7. Corporate espionage is a serious threat to any business. Be aware of people trying to get information about the company out of you by befriending you or other means.
8. Never sell company secrets.

Use common sense, if it feels like an act with compromise sensitive data, do not do it.



## CHAPTER 6

# STRESS MANAGEMENT

Mental stress is one of the things that has become synonymous with modern life. Research shows that students face almost the same amount of stress as adults today. This is a wake up call to the society at large.

Stress, though cannot be avoided, it can definitely be managed by anyone and everyone. Let us see how.

1. Patience – One of the major causes of stress is Impatience. Understand that everything has its own time frame and will not happen differently just because we want it to.
2. Time Management – This is directly related to a lot of unnecessary stress that you may go through. The better you manage your time, the more stress-free you will be.
3. Share – Sharing is probably one of the best ways to relieve stress. You can speak to a friend or anyone you trust about what's bothering you. They may be able to give you a solution to your grievance.

Even if they don't offer a solution, just sharing it will relieve stress.

4. Sometimes if you find the problem too overwhelming, it may be best to leave it aside for some time. Whether it's a school project or any other issue. Take a day off, relax, and come back. You may be able to deal with it better later.
5. Exam stress is unavoidable but look at it from a different perspective. Your marks do not determine your intelligence. Study till you think you can handle. If it becomes stressful, take a break.
6. Another reason for stress maybe worrying about things that have not happened, and possibly may not ever happen. Think of a problem only when it happens. As we say, cross the bridge when you come to it!

The stress or things that we worry about today may not matter tomorrow, so live life happily.

## **CHAPTER 7**

# **EMOTIONAL INTELLIGENCE**

Emotional intelligence is not the same as common intelligence. It is the art of understanding and managing our own emotions. Being emotionally intelligent at an early age will help you deal with the ups and downs of life as an adult. It will also help you build better relationships with yourself and others.

Let's see how:

1. Awareness - at this age we are bound to feel many emotions. It could be a mix of environmental, social and physical matters that trigger these emotions. Our first step is to make sure we are aware of our emotions and the triggers. E.G. you get angry when someone cuts you off while speaking.
2. Assessment – once we have identified our emotions, it's time to assess ourselves with

reference to these emotions. Figure out your strengths and weaknesses in this context. E.G. you know you articulate your thoughts well but you get angry when someone does not let you complete what you are saying.

3. Management – first, control the emotion. Do not react immediately. Think about what you are feeling, what caused it and how you can control the situation. Be focused on what you want to achieve rather than responding to the trigger. E.G. someone cut you off while you were speaking. You do not react or ask them to ‘shut up’. Then you try to understand their reason for doing it. Empathise with them and come up with a solution to the issue.
4. Relationships – When you are in tune with your own emotions, you will be better at handling other people’s emotions also. You will learn to empathise with people. This is the kind of emotional intelligence that help build happier people and relationships.

This is just a start but as time progresses, you will notice that you are able to handle any situation if you keep your own emotions in check and manage the triggers.

## **CHAPTER 8**

# **ABILITY TO CHANGE**

Change apparently is the only constant in life. It has also been pegged as one of the most essential abilities for one to survive and grow in the corporate world.

Life today is very fast paced and technology is changing the way we do everything. If we are not ready for change then we risk becoming obsolete, and in the corporate world that is a very dangerous situation.

What can we do to be agile and ready to accept change whenever it comes by? Let's explore:

1. Be open minded – just because you did things a certain way all your life, it does not mean that's the only way to do it. There could be a new and better way to do the same task. E.G. we used to post paper letters to communicate in the past.
2. Be willing – doing something new or doing something in a new way, may require you to put in additional effort to understand how it works. Go the extra mile and learn it. E.G. we used to go to the

store to purchase products. We can now do this online too, but we must learn the process.

3. Be proactive – change transpires all around us all the time. Be aware of it and be on top of it. Take the time out to learn about new technologies. Be an early adopter. Embrace the change.
4. Be confident – remember in your mind that you are more than capable to handle any type of change. Do not let your emotions get the better of you. E.G. you may get upset that a business process that you are used to doing it in a certain way has changed. Use your emotional intelligence to manage your emotions and reassure yourself that you can do this.

# SUMMARY

We hope this book has given you a new insight into what is to come in your life and we sure hope you start using what you learned.

You might have already known and be practising some of the things mentioned in this book. That is great.

Bye for now and hope you enjoyed reading this book as much as we loved writing it for you.