

Workplace Transition

The workplace is constantly changing. There are, however, best practices and office culture etiquette that is consistent and relevant no matter where you work.



Greetings

When greeting someone new in the workplace, remember to:

- Smile
- Make eye contact
- Use first and last names when making introductions
- Remember names!
- Show genuine interest and ask questions, it may help to learn something unique about the person

When leaving a conversation, exit gracefully and thank the person for their time. Some version of:

"Well, nice chatting with you, I have to get back to it. Look forward to _____ next week!"

When you meet someone for the first time, or are introduced in a social or meeting setting, it may be appropriate to offer a handshake, if you feel comfortable. Always grip firmly- not so tight that you break the other person's hand, one subtle shake and release. It shows confidence and a sense of leadership. If you are wearing a name tag, always wear it on the right side of your chest because when you go to shake someone's hand, it will be easier for them to read



Things you should know about professional email:

- Your email account is company property.
- Your email account is not private and may be monitored by your employer. If you work for a public institution, it is also public record that can be requested for viewing.
- Do not say anything via email you wouldn't say face-to-face.
- Ask yourself "would I be ok with this content appearing on the front page of the news?" and "Does this message contain any sensitive information?"
- Respond promptly. A common response time is 24-48 hours. Make sure to set boundaries for yourself; should you respond after work hours or wait until the next business day? You create a working reputation when you're new on the job. If you start off working outside of business hours, others may come to expect that of you over time. Most email clients offer a "send later" option, where you can compose a reply and schedule it to send start of business the next day (or later).
- Know when to pick up the phone. If the issue cannot be resolved in 2-3 emails, pick up the phone and talk to the person, then follow up via email. Also avoid delivering bad news via email.
- Keep it brief. It's appropriate to exchange pleasantries with new contacts by start emails with "Hope you're doing well." or similar. For close contacts, you can sometimes skip the pleasantries and get straight to the point. Even in brevity, always be polite.



Phone

- Always answer the phone professionally.

"Hello, this is name at company name. How may I help you?"

- Set up your voicemail and check often.

- When leaving a message, provide all relevant info:

1. Name
2. Time of call
3. Your phone number
4. Reason for call
5. Restate name and number

Note: If you prefer not to leave a voicemail, you can choose to send a follow-up email **INSTEAD** of a voicemail after you call.

- Don't bombard others with multiple calls/emails.
- Their timetable for responding may NOT be the same as yours.
- Ask someone before putting them on speakerphone.



It is important to think twice before sharing content on your personal and professional social media. If you think it could be interpreted as inappropriate, it is probably best not to post it at all.

Be careful when...

- Discussing your new job
- Discussing your clients/business
- Connecting on social media (outside of LinkedIn) with co-workers or supervisors
- Know your company's social media policies



Workplace Attire

Different workplaces may have varying requirements for attire so always ask for clarification on expectations. If you are unsure, it is better to dress up than dress down. These are the 3 most common categories for attire in the workplace:

Business Formal

- Matching suit (typically navy, black, or gray; pants or knee length skirt)
- Matching close-toed dress shoes (with socks or hose)
- Conservative dress shirt or blouse (avoid low necklines)
- Conservative accessories (nail polish, makeup, neckties)
- Pay careful attention to grooming: light on the cologne/perfume
- Stay on the conservative side and cover any visible tattoos or piercings

Business Casual

- Blouse, polo or button-down shirt
- Khaki or black pants (no jeans)
- Matching, closed-toe dress shoes (with socks or hose)
- Conservative accessories (makeup, nail polish, cologne/perfume)

Casual/Smart Casual

- Jeans or khakis
- Open or closed-toe shoes (no flip flops)
- Conservative blouse or collared shirt
- Conservative makeup, nail polish, cologne/perfume



Happy Hour

Getting a drink with co-workers is a great way to build your network, but be careful to...

- Exercise self-control and know your limits.
- Avoid gossip or complaining.
- Do not pressure others to drink, you may not know their religious or personal beliefs.
- Remember, you still represent the company when you are hanging out as a group.





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