

Behaviour

Workplace Culture



First Impressions

A few skills that will help you make that great first impression:

- Don't be late
- Be confident
- Demonstrate good listening skills
- Use your new acquaintances name frequently
- Be careful when using humour
- Avoid being confrontational
- Make sure you dress appropriately
- Try to speak correctly avoiding slang
- Understand your subject, be knowledgeable regarding the company or product you represent.
- Answer question clearly
- Ask relevant questions
- Keep your word

1. **Respect and Inclusivity:**

- Embrace diversity and foster an inclusive environment.
- Avoid discrimination and harassment, promoting equality.

2. **Communication:**

- Maintain clear, open communication and active listening.
- Provide constructive feedback and ensure transparency.

3. **Professionalism:**

- Be reliable, punctual, and uphold integrity.
- Adhere to the dress code and show proper etiquette.

4. **Adaptability and Teamwork:**

- Be open to change and continuous learning.
- Collaborate effectively and resolve conflicts constructively.



Dress Codes

Business Smart would be a typical business suit, plain shirt and tie for a man. Ladies would be business suit with either trousers or skirt with a plain blouse.

Smart Casual implies a dressed up version of casual. For men, this would mean neatly pressed trousers and a jacket, an open shirt (no tie) or polo shirt as long it has a collar. For women, it can be slacks, but also skirts, dresses with a coloured blouse. Jeans and sandals are to be avoided as well as T-shirts and shorts. All of which would be considered casual.

Casual implies a relaxed dress code, however unless expressed **avoid wearing shorts and sandals**

Communication

1. Clarity and Precision:

- **Clear Language:** Use straightforward and unambiguous language to convey messages effectively. This reduces the risk of misunderstandings and errors.
- **Conciseness:** Be brief and to the point, ensuring that all necessary information is included without unnecessary details.
- **Audience Awareness:** Tailor communication to the audience's level of understanding, avoiding jargon unless it's commonly understood by all parties involved.

2. Active Listening:

- **Full Engagement:** Focus completely on the speaker, avoiding distractions and showing genuine interest in their message.
- **Feedback and Confirmation:** Paraphrase or summarize what the speaker has said to confirm understanding and clarify any ambiguities.
- **Non-Verbal Cues:** Pay attention to body language and tone of voice, which can provide additional context to the spoken words.

3. Empathy and Respect:

- **Understanding Perspectives:** Make an effort to understand others' viewpoints and emotions, which fosters trust and collaboration.
- **Respectful Tone:** Use a polite and respectful tone, even when disagreeing, to maintain a positive and professional atmosphere.
- **Cultural Sensitivity:** Be aware of and sensitive to cultural differences that may affect communication styles and preferences.

4. Timeliness:

- **Prompt Responses:** Reply to communications in a timely manner to keep projects moving and demonstrate reliability.
- **Effective Prioritization:** Manage time and prioritize messages to ensure urgent matters are addressed promptly without neglecting other tasks.
- **Time Management:** Balance responsiveness with the need to manage workload efficiently, setting aside dedicated time for communication tasks.