# An Overview of Business Manners

## The Kind of People Companies Want

In order for a company to survive in the today’s highly competitive business world, it needs outstanding employees. Each company requires different abilities and aptitudes in its personnel, but the basic conditions a working person should satisfy are common to all. Representative characteristics are the ability to communicate, a positive attitude and ambition, and common sense and manners.

### Ability to Communicate

In the workplace, it is important to build good relationships with your superiors, senior coworkers, peers, and clients. To that end, effective communication is necessary. By communicating properly, you can accurately convey your feelings and thoughts and understand others, creating a sense of ease and trust with each other. And the more your connections with others spread, the more naturally information will come your way and you will be able to proceed with your work smoothly.

### Positive Attitude and Ambition

For a company to pursue profits and continue developing, the people who work for the company must always face current circumstances and make a positive effort to improve. Efficiently performing what your superiors and clients request of you is only a matter of course. But if you think that alone is enough to fulfill your role, you will never grow. It is important to realize that while performing what is asked of you, you must also always work hard to generate even greater results than what is expected. If you can demonstrate new achievements, those around you will trust you and think of you highly, and you will feel satisfied with yourself.

### Common Sense and Manners

Having an average person’s common sense and knowing correct manners doesn’t just make a favorable impression, it will also result in you being regarded as a highly-valued professional. Also, whatever the situation, you will be able to interact with others confidently. Engaging politely with others means expressing respect for others while also always showing consideration. What you say and do in unexpected situations will reflect your constant mindfulness of etiquette and others.

## What Are Business Manners?

Business manners are a form of etiquette that working people need when communicating with peers, senior coworkers, superiors and clients, as well as when attending a customer. If you don’t know business manners, you may unexpectedly fail or embarrass yourself in an important situation. In order to carry out your work smoothly, you must acquire the business manners appropriate to a working person.

You must also be aware that your attitude and manners will have a direct influence on your company’s image and the way others judge it. New, as well as mid-level, employees should reflect upon their behavior and manners from time to time.

Business manners include the following:

●Dress and grooming that looks clean.

●Presentable bearing (when walking, sitting, standing, etc.).

●Greetings and bows appropriate to the situation.

●Use of words appropriate to the situation and person.

●Appropriate work attitude.

●Reassuring mannerisms when speaking on the phone.

●Writing basic business e-mails and documents.

## The Necessity of Business Manners

Why are business manners necessary? Human beings make decisions based on information mostly gathered through their sense of sight. When they meet someone, they form an idea of that person’s personality from their dress and grooming, facial expressions, and bearing. Through our sense of hearing, we form an impression from the use of words and voice pitch about whether we can trust someone, how energetic someone is, and how comfortable we feel around them. These constitute our first impression, which forms before we know much at all about someone’s personality or background.

The same is true in business. Appearance, attitude, and how a person speaks have a large influence over our impression of someone. We also unwittingly make determinations about others from the limited material provided through phone and e-mail exchanges.

People only feel like listening to someone once they have determined that they can accept the speaker based on that person’s appearance, attitude, and use of words. Appearance, attitude, and use of words are three barriers to overcome. Once you overcome them, you will be able to convey to others what you wish to express. To that end, business manners are indispensable.

# Dress and Grooming

## Dress and Grooming that Make a Favorable Impression

The consideration in business manners is appearance. This has nothing to do with fashion used for the purposes of establishing your own style or adopting the latest trends.

Wanting to show your personality is understandable, but in business it is important to be discerning of position, role, and place so as not to make those around you uncomfortable. Above all, you must put an emphasis on cleanliness. Also, you must fit into your surroundings and be able to function at your best.