

Quadrant II – Transcript and Related Materials

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Transcript

Etiquette and its Important in Today's Society.

Etiquette is a code that governs the expectations of social behaviour within a society, social class or group, which is usually unwritten.

In simple words it is defined as good behaviour which distinguishes human beings from animals.

A Human Being is a social animal and it is very important for him/her to behave in an appropriate way. Etiquette refers to behaving in a socially responsible manner.

They are merely a set of guidelines for politeness and good manners.

Need for Etiquette

1. Etiquette makes an individual cultured. It teaches an individual the way to talk, walk and most importantly behave in society.
2. Etiquette is essential for an everlasting first impression. The way you interact with your superiors, parents, fellow workers and friends speak a lot about your personality and up- bringing.
3. Etiquette enables individuals to earn respect and appreciation in society. No one would feel like talking to a person who does not know how to speak or behave in a society.

Etiquette in Today's Society serves several important functions:

1. Etiquette provides personal security. ie. Knowing how to behave appropriately in a given situation makes an individual more comfortable.
2. Etiquette protects the feelings of others. Proper etiquette requires that you make others comfortable and protect their feelings. You do not point out their errors or draw attention to their mistakes.
3. It makes communication clearer. Etiquette enhances communication by breaking down barriers, not creating them.
4. Etiquette enhances a person's status at work. In any working situation, you are perceived as more capable, more professional, and more intelligent if you are familiar with the proper code of conduct for the workplace.
5. It makes good first impressions. The first five to seven seconds when you meet someone is crucial. Your first impression lingers in the other person's mind long after you are gone. Hence if you use proper etiquette, that first impression will be a positive one.

Hence etiquette is important because it makes everyone's lives easier. When you know what rules to follow, you feel more at ease and you are able to focus your attention fully on the people around you.

Treating others with courtesy, kindness and respect is vital if you want to succeed in today's competitive world.

Types of Etiquette

There are many Types of Etiquette. Let's understand the main types.

Social Etiquette- teaches an individual how to behave in society.

Bathroom Etiquette- refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. For example. The individual has to make sure when he or she leaves the restroom it is clean and tidy for the next person.

Corporate Etiquette- refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. For example, one should not loiter around unnecessary or peep into other's cubicles.

Wedding Etiquette- teaches the individual to behave sensibly at weddings.

Meeting Etiquette- refers to styles one needs to adopt, when he/she is attending any meeting, seminar, presentation and so on. Meeting Etiquette demands that the individual listens to what the other person has to say.

Telephone Etiquette- is essential as the individual has to learn how to interact with the other person over the phone. For instance, it's important to take care of one's pitch and tone and also greet the other person.

Eating Etiquette- demands that Individuals must follow certain decorum while eating in public. Like one should not make noise while eating.

Business Etiquette- includes ways to conduct a certain business.

Without proper etiquette, society would be a mess with rude people dominating those who are gentle and caring. People would say whatever is on their minds, regardless of how insensitive it is and this would lead to disruption in the society.

Concept of Manners

Manners denote the way one acts. They reflect the style and habit of an individual and refer to one's external environment.

We feel pleasant when we are accompanied by a person with good manners. A person of bad manners makes every moment agonizing for the other person and the ones around as well.

Good manners incorporate social manners, personal grooming, dressing, communicating the right thing etc.

Every country and region exhibit unique significance and diversity in their set of mannerisms; hence we can observe a varied difference at times.

Benefits of good manners

Good manners are about respecting yourself and others. They will make life more enjoyable for you and for those you come into contact with.

If you are well mannered, others will be more comfortable in your company. People with good manners will usually make a positive impression on those around them.

When you know the acceptable behaviour for any situation, it will improve your confidence and self-esteem. You will feel comfortable walking into any situation as you are aware of the correct protocol.

There are a number of benefits of good manners.

Good manners are important in both social and business situations

If you practice good manners, you are showing those around you that you are considerate of their feelings and respectful.

You are also setting standards for other's behaviour and encouraging them to treat you with similar respect.

Manners can be observed at different places.

For instance. Road manners.

Reckless driving, passing close to another vehicle, stopping to chat and blocking traffic are some of the few thoughtless actions conducted at times but they can be easily avoided.

Manners in a flight. Never stand up immediately before the seat belt sign goes off, in an attempt to get off the plane quickly.

Never carry your luggage on your shoulder which will hit the passengers sitting on their seats.

Visiting holy places- proper behaviour at places of worship is a combination of basic manners, cultural sensitivity and respect for the sanctity of the place. It is important to dress appropriately when visiting holy places. Also smoking, public display of affection and jarring conversations should be avoided in public.

Difference between etiquette and manners

Etiquette refers to the rules that apply in a given context while manners involve general behavioural guidelines, such as respecting your elders and not interrupting when someone is speaking.

Good manners are a reflection of who you are and often remains similar across cultures.

Etiquette, on the other hand, varies depending on a specific country's culture and customs and has to be adapted according to your geographical location.

A good way of thinking about the difference is that manners are a mindset while etiquette provides the roadmap that will guide you safely through countless of social and professional situations. If you display good manners and follow the rules of etiquette you will always present the best version of yourself to the outside world.

Alexander McCall Smith once said, "Manners are the basic building blocks of civil society" while Mark Twain says that "Etiquette requires us to admire the human race."

When we merge the two ideals, human beings develop an innate sense of consideration, tolerance and other accomplishments of polite society that is institutional in creating sensitive awareness to each other's feelings.

Remember, you must build a personality that is charming, decent, lovable and welcoming wherever you go. Decide what you want to be. Set out to learn the skills to deal with people. Transform into who you are meant to be.