

GRADE 10

GLOBAL ETIQUETTE HANDBOOK

By Dr. Shweta Singh & Lloyd D'Souza

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By

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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

As you grow older, you will be exposed more and more to the adult world. There will be a lot of confusion as to what should be your behaviour and how to go about things, how to prepare for the professional world ahead.

We understand that and with every grade we introduce new things that will make life much easier. So, fret not and read on!

Let's begin :-

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CHAPTER 1

COMMUNICATION SKILLS

The one skill that sets us apart from others is our Communication. Your ability to communicate effectively can take you places in your personal and professional life. It is considered as one of the key life skills.

Teenage is a period where the skills and habits you develop stay with you for life, hence it becomes imperative that we start learning early.

The communication process:

1. A sender has a thought and wants to communicate it.
2. The sender encodes the message (through a medium like language)
3. The sender sends the message to the receiver.
4. The receiver receives the message and understands it.

Each step is important in the communication process and a break down at any point leads to a breakdown in the whole process.

To summarise:

1. Make sure you have a clear message to communicate.
2. Articulate that message well.
3. Communicate to the receiver in a manner that they will understand clearly.
4. When you are the receiver of the message, make sure you receive without distraction and understand correctly.

Here are some tips to become effective at communication:

- ✓ Listen – Listening is one of the most important parts of communication. Listen attentively to what people tell you or share with you. This builds trust between you and the speaker. Listen to understand what is being said and not only to reply. Never interrupt when someone is speaking.
- ✓ Speaking – Well, we all speak, but do we do so effectively? Maybe not. So, while speaking understand your audience well (whether it's adults or your own classmates, strangers or people known to you). Keep in mind not to hurt racial sentiments (caste, creed, colour, religion etc.). Use polite words. While giving instructions ensure that all details are mentioned (i.e. give complete information). Wherever possible be concise, everyone may not have the time to listen to long stories.
- ✓ Clarity of Thought – Make sure you know exactly

what you are speaking about and stay on topic. A comment from the person you are speaking with may send you off on a tangent. Bring the conversation back to the topic. Listen to everything being said, but filter out the unnecessary and stay focused on the topic at hand. Tackle one rebuttal at a time if necessary to bring the conversation back on track.

- ✓ Body Language – This non-verbal method of communication can make or break your communication. The way you sit, stand, walk gives out a lot of information about you, so let it give good information!
- ✓ If you're seated and in conversation with someone, lean a little towards the person. This shows your involvement/interest in the conversation. Nod your head while the person is speaking as a gesture of acknowledgement. Keep eye contact with the person. Avoid distractions.
- ✓ While standing, do not stand with your weight on one foot. It looks clumsy. Stand with a straight spine and shoulders. Do not slouch.
- ✓ Smile when you meet or greet people. It makes you appear friendly.
- ✓ While walking have a confident gait, no slouch.

CHAPTER 2

PROFESSIONALISM

Professionalism for a student is more of understanding and practicing professional attitudes or skills so that by the time you step out into the professional world you are well-equipped to face it.

You can also pick up skills by observing adults in the professional space.

The following pointers will help you in understanding and imbibing professional habits at an early age :

- ✓ The first thing people notice is your appearance. So, make sure you're dressed as per professional guidelines for men and women.
- ✓ Always wear a smile. It adds to your persona.
- ✓ Have a confident body language as explained in the previous chapter.
- ✓ Respect your time and other people's time. Therefore, always be Punctual. Reach the venue at least 15 minutes before time.

- ✓ Speak well with everyone. Be clear and concise in speech. Respect is mandatory.
- ✓ Another aspect of professionalism is being able to deliver tasks, projects etc. on time. Make a detailed plan of the project/task given to you so that you can deliver on time; or even better; before time.
- ✓ When working in a team understand that every team member has a role to play and can add value. Do not try to dominate the team or take credit for someone else's work. Collaboration works wonders and competition can be detrimental within a team.
- ✓ Lastly, keep reading, learning and upgrading yourself daily. Learning is a lifelong task and one of the keys to the success of many professionals.

CHAPTER 3

DEALING WITH DIFFICULT PEOPLE

One of the toughest skills to develop is the skill of dealing with difficult people. We come across so many people who are either difficult to understand; we feel that they do not understand us. Especially as a teenager you would be constantly torn between adults trying to give you advice or you trying to understand them.

Perceiving someone as a difficult person could be because of differences in opinions or disagreements. It could also happen if the person is not able to communicate clearly leading to more confusion.

Here are some points that will help you:

- ✓ First and foremost, without a word, only listen clearly to what he or she is saying. Give them respect and listen sincerely. That itself may solve the issue.
- ✓ If what is being said irritates you or makes you

angry, take a deep breath, stay calm. Do not react. Wait, analyse and then respond. The spoken word cannot be taken back. So make sure you think before responding instead of just lashing back.

- ✓ Listen with a clear mind and conscience. Meaning, don't judge someone for their views. It makes you more receptive and the person calmer/friendlier.
- ✓ Look at the problem objectively and the person as a separate entity. The moment you look at the issue with a personal grudge, you start to get judgemental and in turn things become unpleasant. In this way, a nice person also seems to be difficult.
- ✓ There maybe some hidden pain which some people express with anger. Try to understand that underlying feeling and you will never find that person difficult.
- ✓ Kindness and Compassion never fail, use them wherever possible!

CHAPTER 4

TIME MANAGEMENT

We all may complain of not having enough time for things, be it play or studies, but come to think of it, everyone has 24 hours in a day. So why are some people never out of time and some are always fighting the clock?

It all boils down to one skill, Time Management. In fact, Time Management is nothing but Self Management. Manage yourself and time follows.

So, how do you manage time?

- ✓ Although not very obvious, the first thing that can drastically take care a lot of issues related to time management is sleep. Sleeping well and ON TIME are the cornerstones of time management. Make it a point to sleep early and roughly at the same time everyday.
- ✓ This can be done if your gadgets are out of reach at that time. Shut down all gadgets (say goodnight to all you have to) and get a good night's sleep. You will end up waking up early and go places without

rushing.

- ✓ Make a time table/calendar for your projects/ assignments etc. Plan out in advance all that you need and the help you would require, the books you need to refer etc.
- ✓ Once the plan is made, chart out a daily to-do list for the assignment. This will help you be on track. The same applies to studying for exams too.
- ✓ Keep a block out time for an hour or so daily. In this block out time ensure that you have no gadgets or people disturbing you. This is your focus study time.
- ✓ Do not study for long periods of time at a go. Study in short intervals. It will keep you from mental fatigue.
- ✓ Keep a separate note sheet for doubts that you may have. Take advantage of free time in class to ask those doubts.
- ✓ Just as you would keep a time to study, slot a time for play. Go out to play daily (does not include games on gadgets).
- ✓ Keep 20 minutes as revision time daily for what is taught in school.
- ✓ Friends are important, but your time and studies are more important. Learn to say a no when you have to.
- ✓ Make a list of assignments with submission dates and work accordingly. Prioritise them according to

urgency.

- ✓ Social Media is by far the biggest time waster for today's students. Attend to all social media updates during break times.

Follow these few tips and you'll never be out of time!

CHAPTER 5

VIDEO CALLS AND CONFERENCES

Video conferencing is a relatively new technology that is being widely used to reduce travel time and cost. Very soon you may be required to give interviews for higher level schools or colleges. Especially with colleges overseas or at a large distance from your home, this method works out better.

Here are a few points to bear in mind with respect to video calls or conferences:

1. When preparing for a video call or conference, prepare in the same way that you would for a face to face meeting.
2. Dress up and groom appropriately.
3. Keep everything you need for the meeting or interview ready.
4. Ensure you have a device that works well, battery charged and a stable high speed Internet

connection.

5. Keep your desktop clean, you may need to share your desktop on the call.
6. Keep necessary files on the desktop so that you can access them quickly.
7. Do not have shortcuts to games on the desktop. Avoid keeping browsers open with personal material, like social media websites.
8. Check your mic and camera before the call starts. Do not keep the mic too close to your face.
9. Follow all rules of general etiquette while on video calls too.
10. Be patient with the other person if they are facing technical difficulties.

CHAPTER 6

INTERVIEWS

An interview is a meeting where the interviewer tries to access if you are fit for the role they are offering. It could be an interview for a job where the person is trying to identify if you are a good fit for the job role offered. But, in your case it would most likely be an interview for a seat at a higher level school or college.

Here are some rules that will help you do well in every type of interview:

1. Punctuality – Make sure you reach the venue at least 15 minutes prior. Punctuality never fails you.
2. Appearance – Dress in formals no matter what. Formal shirts and trousers paired with formal shoes. Formals for girls too. If wearing a skirt, make sure that the skirt sits on your knees after sitting. If not, resort to a good pair of trousers.
3. Keep a confident posture at all times. Nervousness has never helped anyone, so let go of it.
4. Carry all documents with you neatly in a file or a

folder. Carry extra copies of your resume.

5. Research about the Institute before going for an interview. Use the information you have in good context to show your level of interest in the Institute.
6. Be honest with the person interviewing you. Be genuine and truthful. They will appreciate it.
7. Be confident about things you are good at. Highlight those and promise to work on areas you need improvement.
8. Do not fidget or get distracted.
9. Follow all the rules learned about communication.
10. Lastly, keep your mobile phone out of sight and out of mind till the interview is over. Not to mention it should be either turned off, or on silent.

SUMMARY

We hope this book has helped you learn more about good manners 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.