



ETIQUETTE

Orientation Course For Heads of Mission and Their Spouses

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Etiquette

1

French word
- Prescribed routine or in society at large.

2

A code of behavior prescribed or conventionally accepted as correct or polite, as at court, among a profession or in society at large.

3

A code of behavior prescribed or conventionally accepted as correct or polite, as at court, among a profession or in society at large.



Collins Cobuild, English language Dictionary, Birmingham.
Reader's Digest, "Universal Dictionary" U.S.A.

Etiquette

Teaches us how to deal with customers or people with **CONSIDERATION**.

Involves **INTERACTION** and dealing with people at all levels on an **EQUAL FOOTING** and hence, there is no social classification.

Teaches us **SELF AWARENESS** than form.

Etiquette

An evolving system of guidelines intended to facilitate comfortable and enjoyable interactions between individuals and groups

Etiquette

1

Consideration of others

2

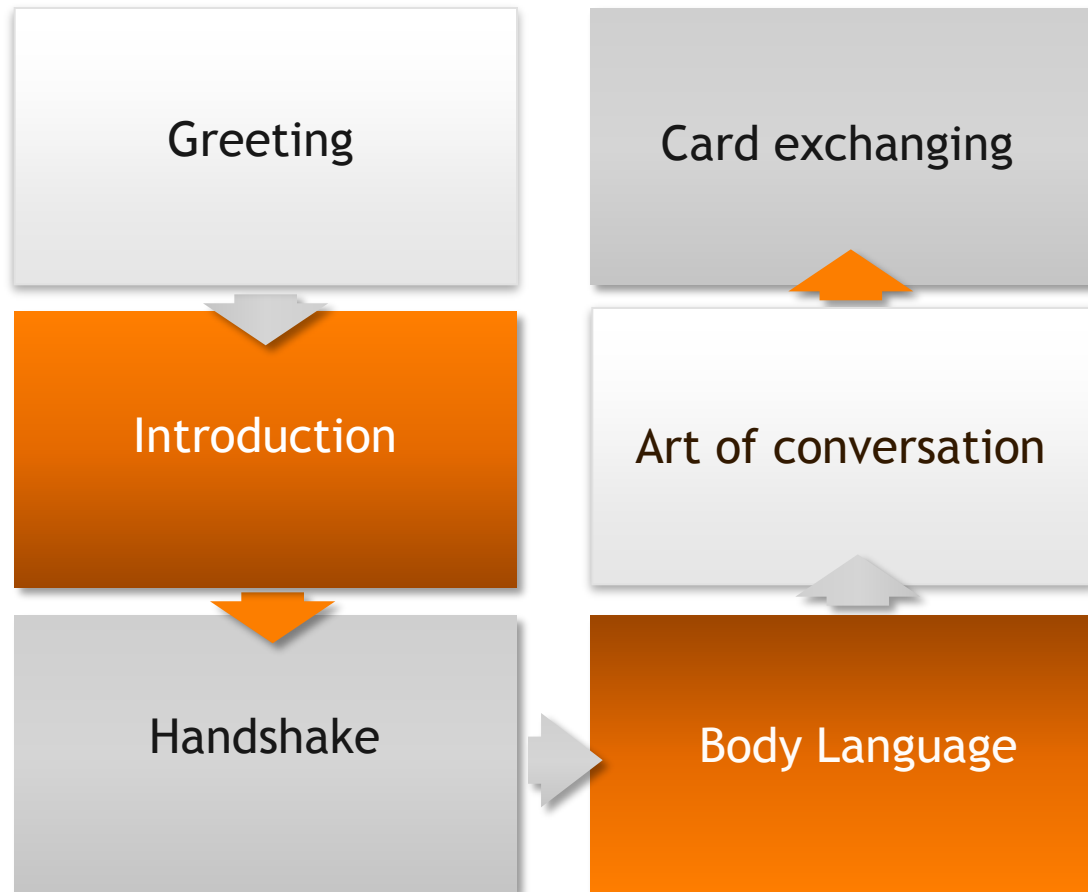
Common sense

3

Correct form

Three
main
values

Elements of Etiquette



Body Language

Non - verbal behavior

Interpretation

Brisk, erect walk
Standing with hands on hips
Readiness, aggression

Confidence

Sitting with legs crossed,
foot kicking slightly

Boredom

Arms crossed on chest

Defensiveness

Walking with hands in pockets,
shoulders hunched

Dejection

Hand to cheek

Valuation, thinking

Etiquette

Non - verbal behavior

Open palm

Pinching bridge of nose,
eyes closed

Tapping or drumming
fingers

Patting / fondling hair

Tilted head

Interpretation

Sincerity, openness,
innocence

Negative evaluation

Impatience

Lack of self - confidence
insecurity

Interest

Etiquette

Non - verbal behavior

Stroking chin

Looking down, face
turned away

Biting nails

Pulling or tugging at ear

Interpretation

Trying to make a decision

Disbelief

Insecurity

Indecision

Image

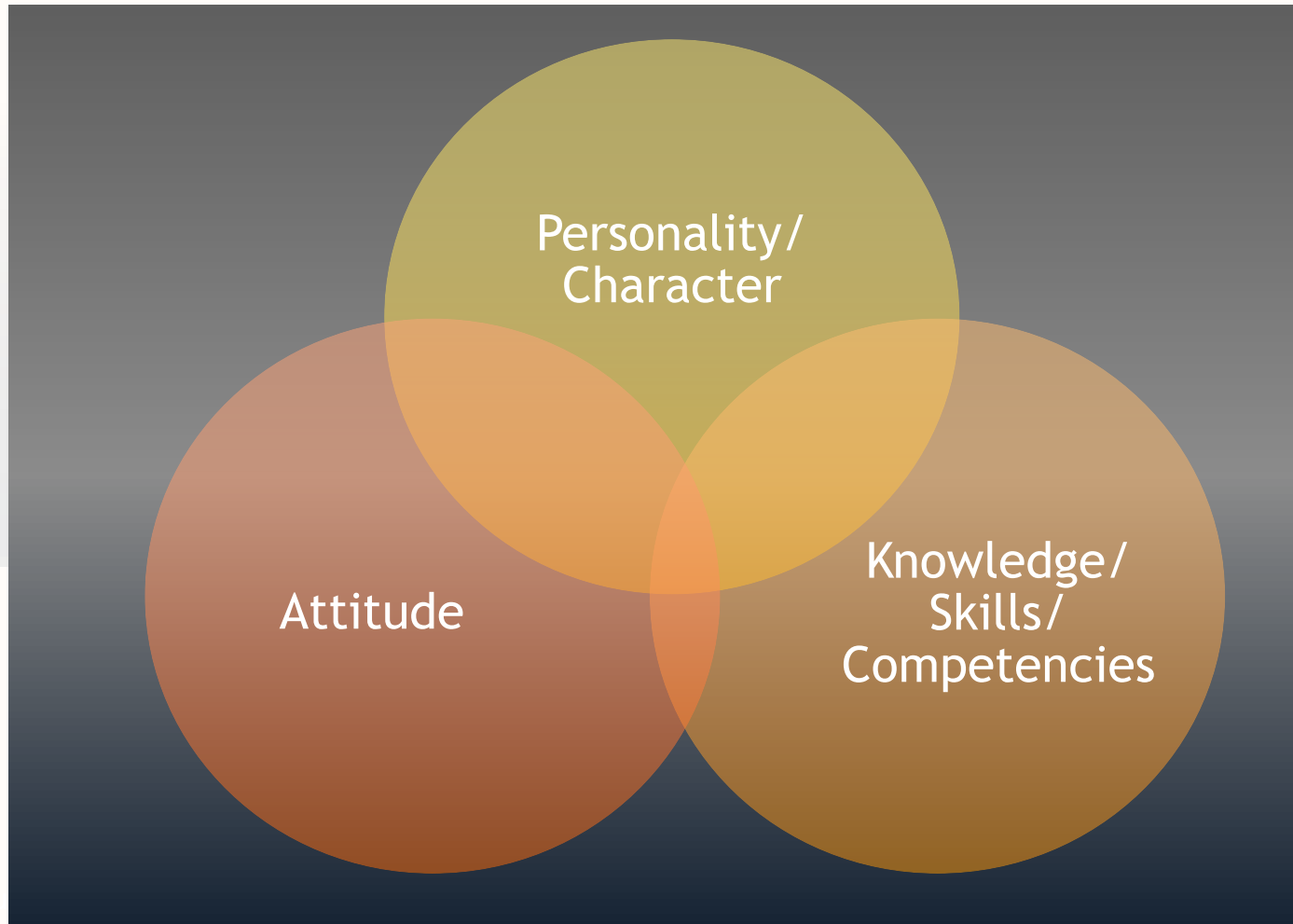


A mental picture of individual or organization

The opinion or concept of someone or something that is held by the public

Source: Universal Dictionary, Reader's Digest

Three Aspects Of Image



Attitude

Your attitude is the expression of your spiritual being, your intellect and your physical body

Attitude is the “composition of your thoughts, your feelings and your actions”

THANK YOU!

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