

Your Appearance & Behavior Matter: **MANNERISMS**



Workplace Etiquette and Professional Image



If you're applying for your first job, searching for a new opportunity, or hoping to earn a promotion, your professional image and behavior play a critical role in your success. Being unaware of how you present yourself can hurt your chances. Employers want candidates and employees who reflect positively on their organization because a company's reputation depends heavily on its staff.

To succeed professionally, you must evaluate both how you present yourself and how you behave.

Professional image includes how you communicate in emails and phone calls, as well as how you act in social and workplace situations. Employers consistently rank professionalism as one of the most important qualities they look for when hiring. This means understanding workplace etiquette and appropriate behavior is essential to getting hired, keeping your job, and advancing your career.

Professional Behavior and First Impressions

How you look and act reflects your maturity and the importance you place on your work. Hiring managers often make decisions within the first few minutes of meeting a candidate. Because first impressions form quickly, your appearance and demeanor matter just as much as your answers during an interview.



A strong first impression begins with a professional presence a combination of confidence, poise, credibility, and competence. Employers often describe this as having an “executive attitude.” Your introduction and handshake are usually the first opportunity to demonstrate this presence.

Introductions and Handshakes

A confident handshake and polished introduction leave a lasting impression. A weak handshake may signal insecurity, while one that is too strong may seem aggressive.



INTRODUCTION TYPE 1: MEETING SOMEONE NEW

When meeting someone for the first time, say your name and ask for theirs so you can start a conversation. For example, "Hello, I wanted to introduce myself. My name is Daniel Lee. What is your name?"

Listen carefully to their response and repeat their name to remember it. For example, "Nice to meet you, Aisha. Are you here for the conference today?"

INTRODUCTION TYPE 2: BEING INTRODUCED BY SOMEONE ELSE

When a third person introduces you, say the other person's name first, then give your name. For example:

Third person: "Daniel, this is Carlos. You will be working with him a lot."

You: "Hello, Carlos. It is a pleasure to meet you. I am Daniel Lee."

INTRODUCTION TYPE 3: MEETING SOMEONE IN AUTHORITY

When meeting an interviewer, CEO, or supervisor, introduce yourself and remind them how they know you. For example, "Hello, Ms. Patel. My name is Daniel. We spoke on the phone last week about the interview. It is nice to meet you in person."

Another example: "Hello, Mr. Rivera. I am Daniel Lee, the new receptionist. I am happy to join your organization."

If meeting your supervisor, you could say, "Hello, Marcus. I am Daniel. It is a pleasure to meet you, and I look forward to working with you."

Handshake Guidelines

- Make eye contact and smile.
- Use your right hand.
- Offer a firm (not crushing) grip.
- Shake for 3–5 seconds.
- Be mindful of injuries or health concerns.
- Avoid overly personal gestures.
- If ill, politely decline and explain briefly.





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