



PROFESSIONALISM:

Team,

**Meeting, Listening, Nonverbal,
and Etiquette Skills**

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LEARNING OBJECTIVES

MAIN POINTS OF DISCUSSION

- Adding Value to Professional Teams
- Face-to-Face Workplace Meetings
- Listening in the Workplace
- Communicating Nonverbally
- Skills in the Workplace
- Professionalism and Business Etiquette

“

LEARNING OBJECTIVE 1

Understand the importance of teamwork in today's digital-era workplace, and explain how you can contribute positively to team performance.





ADDING VALUE TO PROFESSIONAL TEAMS

WHAT DO DIGITAL-AGE EMPLOYERS WANT?

Education

Experience

Hard skills: Technical expertise in your field

Soft skills: Communication and interpersonal abilities



WHY FORM TEAMS?



Better decisions

Faster response

Increased productivity

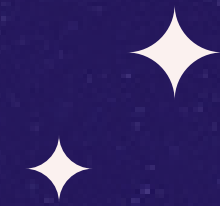
Greater buy-in

Less resistance to change

Improved employee morale

Reduced risks





COLLABORATING IN VIRTUAL TEAMS

WORK IS WHAT YOU DO RATHER THAN A
PLACE YOU GO.



Collaborate with coworkers in other cities and countries.



Coordinate tasks across time and geographic zones.



Participate and collaborate locally.



Accomplish shared tasks without face-to-face contact.



Pool expertise from various, diverse contributors.

The Four Phases of Team Development

Forming

- Select members • Become acquainted • Build trust • Form collaborative culture

Storming

- Identify problems • Collect and share information • Establish decision criteria • Prioritize goals

Norming

- Discuss alternatives • Evaluate outcomes • Apply criteria • Prioritize alternatives

Performing

- Select alternative • Analyze effects • Implement plan • Manage project

Positive team behavior

- ✦ ✦
 - ✓ Setting rules and abiding by them
 - ✓ Analyzing tasks and defining problems
 - ✓ Contributing information and ideas
 - ✓ Showing interest by listening actively
 - ✓ Encouraging members to participate

Negative team behavior

- ✗ Blocking the ideas of others
- ✗ Insulting and criticizing others
 - ✗ Wasting the group's time
- ✗ Making improper jokes and comments
 - ✗ Failing to stay on task
- ✗ Withdrawing, failing to participate

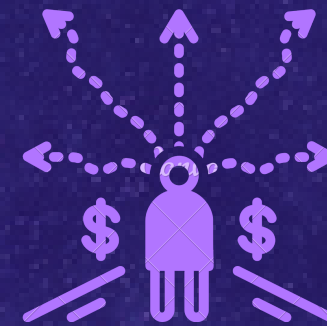


Cont.

- ★ COMBATING GROUPTHINK



- ★ REACHING GROUP DECISIONS



- ★ DEFINING SUCCESSFUL TEAMS

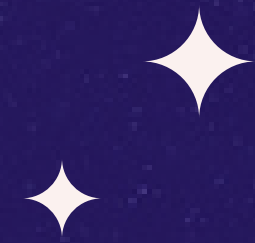


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LEARNING OBJECTIVE 2

Discuss effective practices and technologies for planning and participating in face-to-face meetings and virtual meetings.





MEETINGS

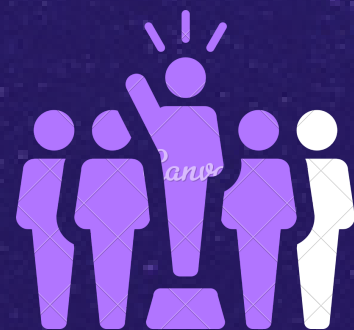
TIME WASTERS OR
OPPORTUNITIES?



Meetings are disliked, but they can be career-critical.



Judgments are formed and careers are made or blunted.

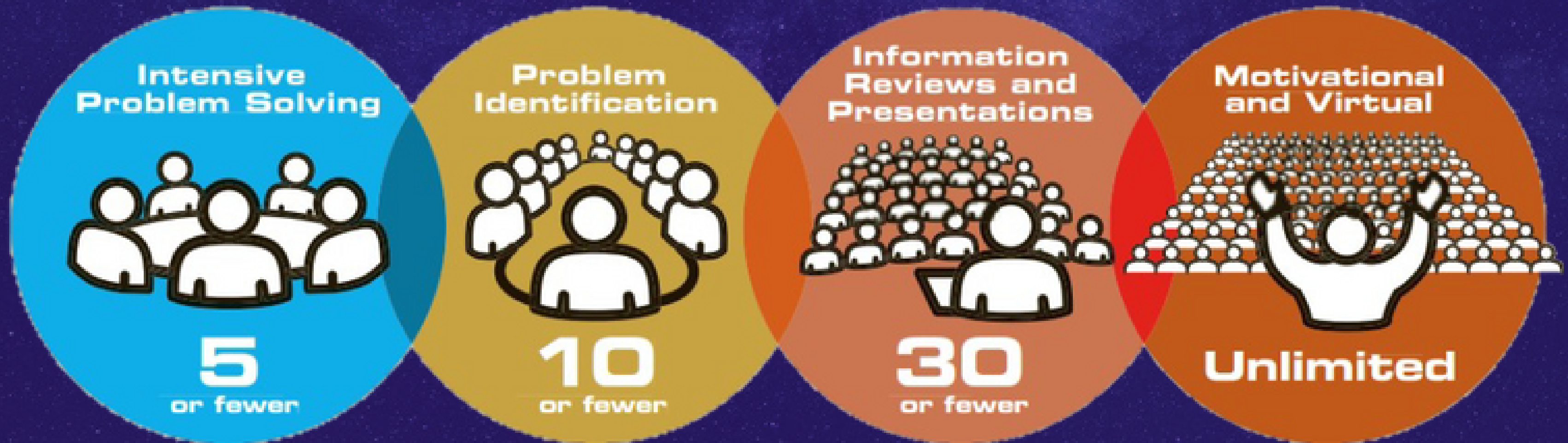


Meetings are opportunities to demonstrate leadership, communication, and problem-solving skills

MEETING PURPOSE AND NUMBER OF PARTICIPANTS



A face-to-face meeting provides the most nonverbal cues and other signals that help us interpret the intended meaning of words. Thus, an in-person meeting is the richest of available media.





VIRTUAL MEETINGS

VIRTUAL MEETINGS ARE REAL-TIME GATHERINGS OF DISPERSED PARTICIPANTS WHO CONNECT WITH COMMUNICATION TECHNOLOGY.

- Select the most appropriate technology
- Ensure that all participants are able to use the technology
- Encourage participants to log in 15 minutes early
- Be aware of different time zones.
- Decide what language to use
- Ensure it is clear who is speaking in audioconferences

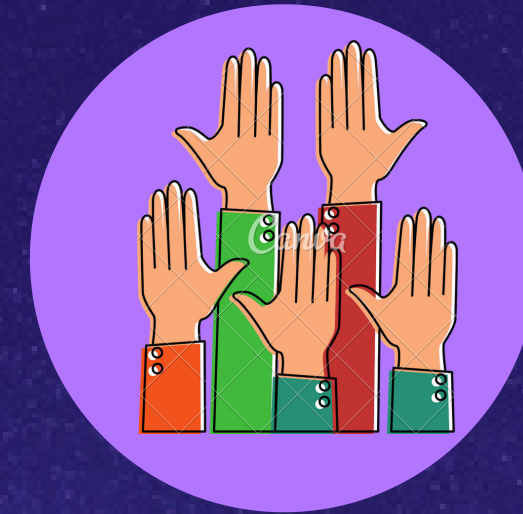
★ ★ RUNNING THE MEETING



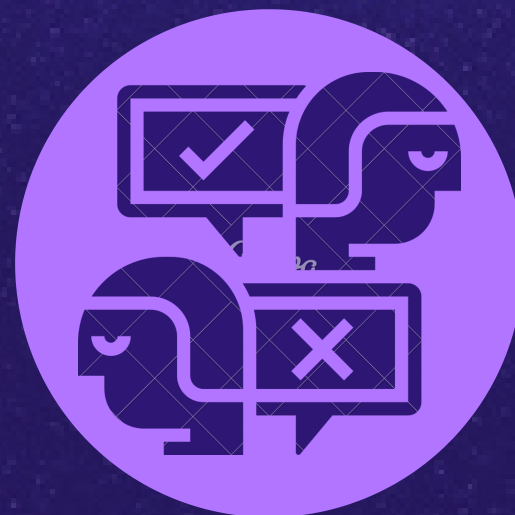
Start on time and
introduce the agenda



Appoint a secretary
and a recorder



Encourage
participation



Confront conflict
frankly



Summarize along the
way

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LEARNING OBJECTIVE 3

Explain and apply active listening techniques.





LISTENING

A CAREER-CRITICAL SOFT SKILL

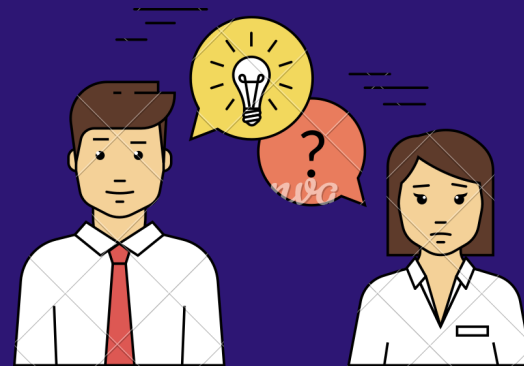
Active listening requires effort
Many of us are poor listeners
Listening skills promote career success
Good listeners make good managers



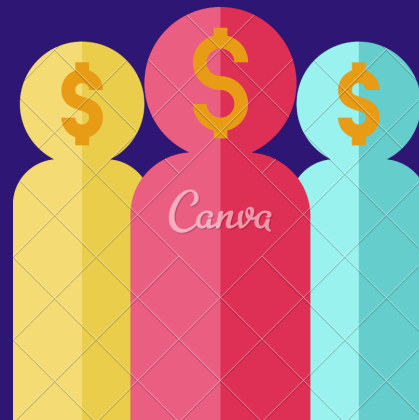
TYPES OF WORKPLACE LISTENING



Listening to supervisors



Listening to colleagues and
teammates



Listening to customers

TEN KEYS TO BUILDING POWERFUL LISTENING SKILLS ✨

Control external and internal distractions

Become actively involved

Separate facts from opinions

Identify important facts

Avoid interrupting

Ask clarifying questions

Paraphrase to increase understanding

Capitalize on lag time

Take notes to ensure retention

Be aware of potential gender differences



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LEARNING OBJECTIVE 4

Understand how effective nonverbal communication can help you advance your career.





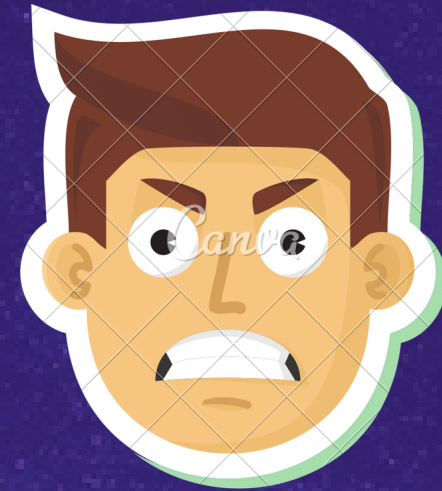
NONVERBAL CUES CARRY POWERFUL MEANINGS

Nonverbal communication includes all unwritten and unspoken messages, both intentional and unintentional.

Forms of Nonverbal Communication



Eye Contact



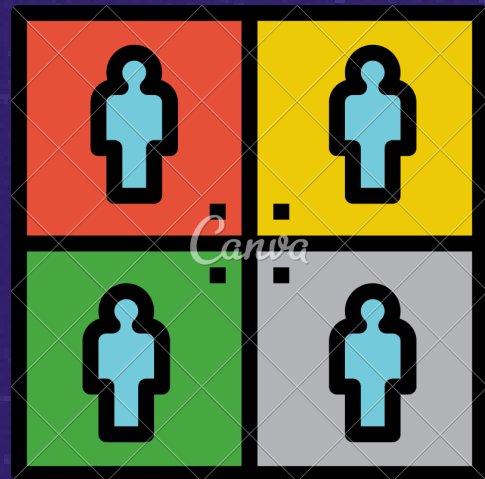
Facial Expression



Posture & Gesture



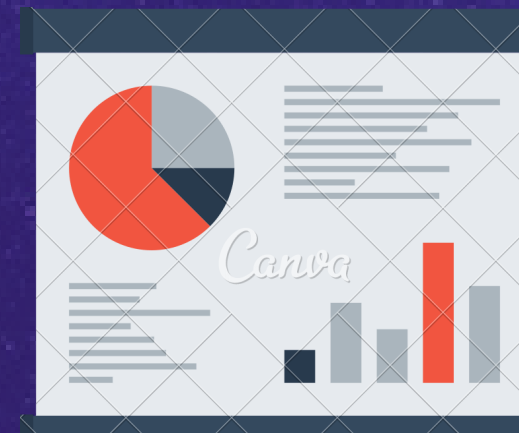
Time



Space



Territory



Eye Appeal of
Business Documents



Personal Appearance

SHOWING PROFESSIONALISM WHEN COMMUNICATING ✨



Establish and maintain eye contact

Use posture to show interest

Reduce or eliminate physical barriers

Improve your decoding skills

Probe for more information

Interpret nonverbal meanings in context

Associate with people from diverse cultures

Appreciate the power of appearance

Observe yourself on video

Enlist friends and family

“

LEARNING OBJECTIVE 5

**Improve your competitive advantage
by developing professionalism and business
etiquette skills.**



PROFESSIONALISM LEADS TO SUCCESS

Good manners and a businesslike, professional demeanor are among the top soft skills that employers seek in job candidates.

Projecting and maintaining a professional image can make a real difference in helping you obtain and keep the job of your dreams.



PROJECTING PROFESSIONALISM: SPEECH HABITS

UNPROFESSIONAL

- §uptalk
- §like used
- as a filler
- §go for said
- §slang and profanity
- §poor grammar

PROFESSIONAL

Your credibility can be seriously damaged by sounding uneducated, crude, or adolescent.



PROJECTING PROFESSIONALISM: EMAIL

UNPROFESSIONAL

- §incomplete sentences
- §misspelled words
- §exclamation points
- §IM
- slang and textspeak
- §mindless chatter
- §sloppy messages

PROFESSIONAL

Employers like to see subjects, verbs, and punctuation. They dislike IM abbreviations.

They value conciseness and correct spelling, even in brief e-mail messages and texts.



PROJECTING PROFESSIONALISM: INTERNET

UNPROFESSIONAL

E-mail addresses such as:
doodleking@hotmail.com,
hotmama@yahoo.com,
or **loverboy@gmail.com.**

PROFESSIONAL

E-mail addresses should include a name or a positive, businesslike expression; they should not sound cute or like a chat room nickname.



✦ PROJECTING PROFESSIONALISM: TELEPHONE PRESENCE

UNPROFESSIONAL

Soap operas, thunderous music, or a TV football game playing noisily in the background when you answer the phone.

PROFESSIONAL

A quiet background when you answer the telephone, especially if you are expecting a prospective employer's call.



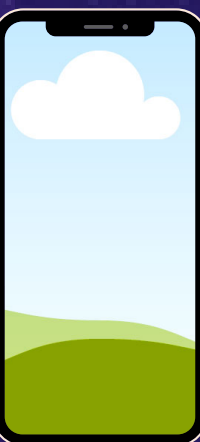
✦ PROJECTING PROFESSIONALISM: CELL PHONES, TABLETS ✦

UNPROFESSIONAL

Using electronics during business meetings for unrelated purposes or during conversations with fellow employees; raising your voice (cell yell); forcing others to overhear your calls.

PROFESSIONAL

Turning off phone and message notification, both audible and vibrate, during meetings; using your smart devices only for meeting-related purposes.



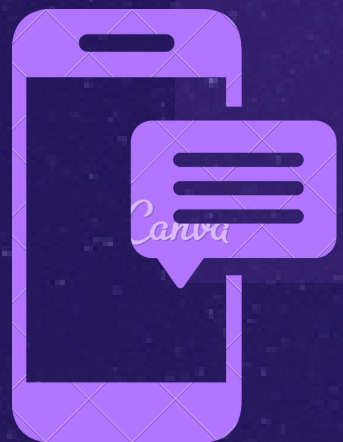
PROJECTING PROFESSIONALISM: TEXTING

UNPROFESSIONAL

Sending and receiving text messages during meetings, allowing texting to interrupt face-to-face conversations, or texting when driving.

PROFESSIONAL

Sending appropriate business text messages only when necessary (perhaps when a cell phone call would disturb others).



GAINING AN ETIQUETTE EDGE

Use polite words.

Express sincere appreciation and praise.

Be selective in sharing personal information.

Don't put people down.

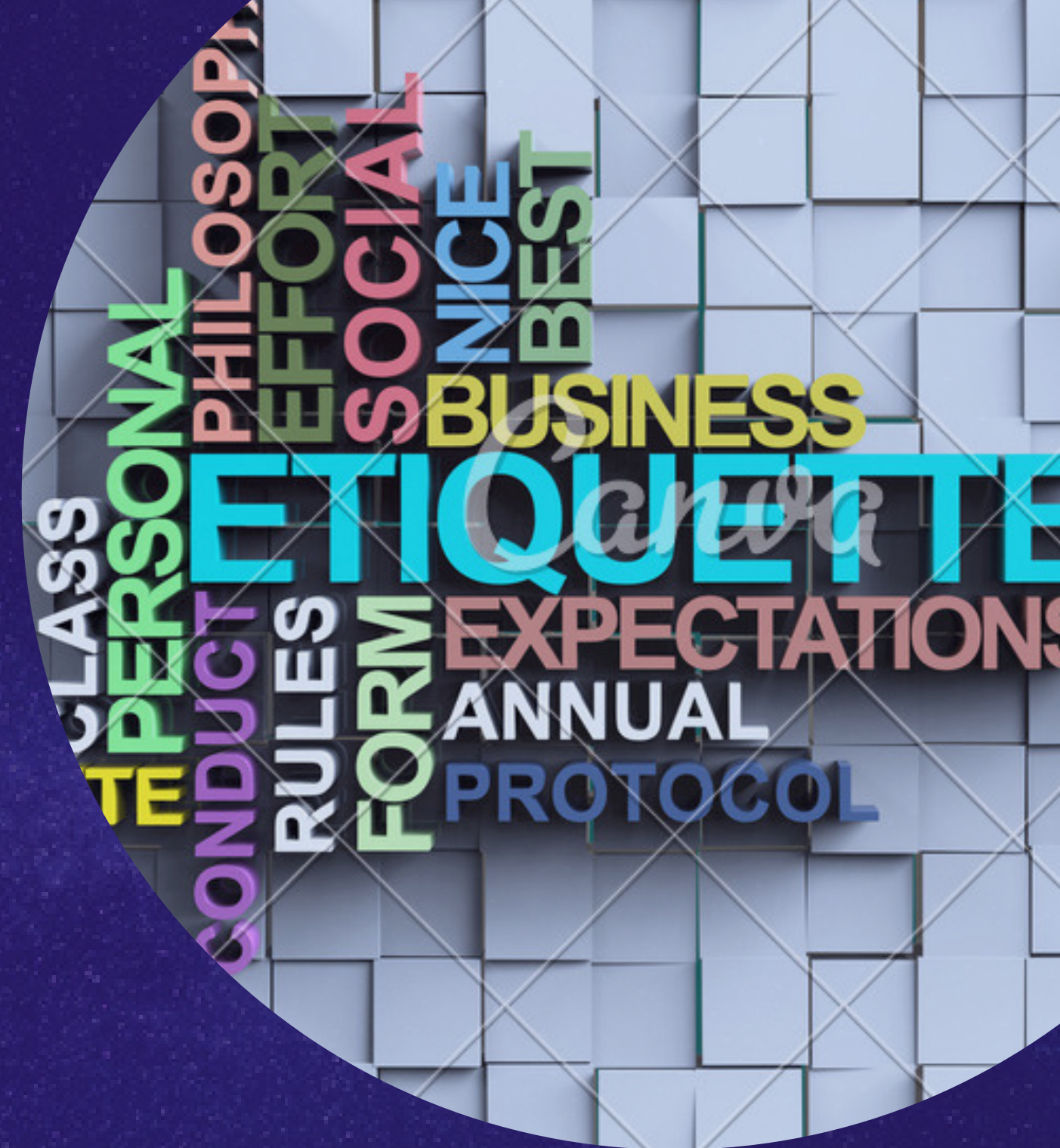
Respect coworkers' space.

Rise above others' rudeness.

Be considerate when sharing space and equipment.

Choose the high road in conflict.

Disagree agreeably.





SUMMARY

- Teams are popular because they lead to better decisions, faster responses, increased productivity, greater buy-in, less resistance to change, improved morale, and reduced risks.
- Virtual meetings demand specific procedures to handle questions, noise, lack of media richness, and turn-taking. Because they are impersonal, virtual meetings benefit from building camaraderie and trust.
- Effective listeners control distractions, show active involvement, separate facts from opinions, identify important facts, refrain from interrupting, ask clarifying questions, paraphrase, take advantage of lag time, take notes to ensure retention, and consider gender differences.
- Be aware of nonverbal cues such as eye contact, facial expression, and posture that send silent, highly believable messages.
- Professionalism, good business etiquette, developed soft skills, social intelligence, polish, and civility are desirable workplace behaviors that are complemented by a positive online presence



THE END

Thank You

ANY QUESTION?