



**Training on Etiquette
in tandem with
Meghalaya Services Conduct Rules, 2019**

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Etiquette

‘To break down barriers
not erect them’





General Definitions – Work Place Etiquette



- Knowing what rules to follow (Governed by certain expectations of conduct and behaviour as per your allegiance to an organization and its expected norms of conduct)
- Very essential social skill for bureaucrat
- Not exclusive only for echelons of society



Why Etiquette



- To create a civilized egalitarian society
- Requisite trade for harmony
- Pre requisite for citizen centric behaviour
- It is a Government set up... Hierarchy still exists
- Honour Commitment to excellence and quality

... contd

- An extension of acquiring better Communication Skills
- Related to communication and Active Listening Skills
- To inculcate professionalism, practice health work ethics, put both non verbal and verbal communication skills to practical use
- Maintain expected conduct in the Hierarchy in all Government Offices

Differences in Practicing Etiquette in Corporate Sector and Government Setup

Corporate Sector:

- Competitiveness
- Grabbing good Assignments for promotional avenues
- To standout and climb the corporate ladder faster

Government Setup:

- Public Service Delivery
- Citizen Centricity
- (Negatives)
 - Don't Care (Merit List)
 - We'll still get to where I'm suppose to get
 - Taken for granted

Paradigm Shift in Bureaucracy

‘Government Servant = Public Servant’

“A customer is the most important visitor in our premises”

That Visitor/ customer can be broadly classified as follows:

- VIPs
- Senior Officers
- Diplomats
- Officials of the Ministry/ Department/ Office
- Media Persons
- General Public
- People seeking relieve and others.

Organization Barriers

- Organization Policy
- Organization rules & regulation
- Status relation
- Complexity in organization

Reduce efficiency and effectiveness in performance

Personal Barriers

- **Barriers in Superior**
 - Attitude of Superior
 - Fear of challenge of authority
 - Lack of time
 - Lack of awareness
- **Barriers in Subordinates**
 - Unwillingness to communicate
 - Lack of proper incentive

Breaks down personal motivation levels and interpersonal communication

Meghalaya Service Conduct Rules, 2019

“Government Employee” = Any Person Appointed by the Government to any Civil Service or Post in connection with the affairs of the State of Meghalaya

...shall apply to any person appointed to a civil service or post in connection with the affairs of the State of Meghalaya

You are a Respectable Government Employee not a Celebrity

Impact



- Appearance, Etiquette,
- Etiquette helps to build Credibility about you

Balancing Government/ Social/ Public Expectations

- Be mindful of the energy of the place, people superiors
- Compromise/ Conformity to a certain extent
- MCS is PR oriented
- Empathy
- Sincerity
- Respect diversity
- No acts of parochialism

Communicate effectively

- Manners still Matter
- Adapt, Learn, Change (for the better)
- Exercise professional maturity
- Civility
- Don't carry over your personal issues to the work place
- Exhibit Positive Attitude at all times (as far as possible)
- Punctuality, respectful language

To be Trail Blazers

Avoid

- What is inappropriate in the work place
- No obtrusiveness, uncouth boorish behaviour
- Do not engage in vulgar jokes in the work place (Sexual Harassment act has been put in place)
- Keep your political/ religious views to yourself
- Handle staff and sub ordinates (male officers) very professionally
- Know what to say when and where to say it

(n) “sexual harassment” includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) namely:—

- (i) physical contact and advances; or
- (ii) a demand or request for sexual favours; or
- (iii) making sexually coloured remarks; or
- (iv) showing pornography; or
- (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature;

(o) “workplace” includes—

(i) any department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the appropriate Government or the local authority or a Government company or a corporation or a co-operative society;

(ii) any private sector organisation or a private venture, undertaking, enterprise, institution, establishment, society, trust, non-governmental organisation, unit or service provider carrying on commercial, professional, vocational, educational, entertainment, industrial, health services or financial activities including production, supply, sale, distribution or service;

(iii) hospitals or nursing homes;

(iv) any sports institute, stadium, sports complex or competition or games venue, whether residential or not used for training, sports or other activities relating thereto;

(v) any place visited by the employee arising out of or during the course of employment including transportation provided by the employer for undertaking such journey;

(vi) a dwelling place or a house;

(p) “unorganised sector” in relation to a workplace means an enterprise owned by individuals or self-employed workers and engaged in the production or sale of goods or providing service of any kind whatsoever, and where the enterprise employs workers, the number of such workers is less than ten.



“No one cares
what you think”

Let your work speak for you

You affect change by what you say and how you behave with others around you

Kindness, Politeness, Respectfulness matters

Do not stick your nose into other people's personal business

Bring in professionalism into the service (Key word = Diplomacy)

Key word = Diplomacy

- Master Communication Skills / Listen Actively
- Be Assertive not Aggressive
- Manage your emotions
- Resolve. Don't create problems

How to deal with Seniors/ Superiors

KNOW YOUR PLACE

- Do not forget to greet seniors and each other
- Respect the chain of command
- Follow Protocols
- Faux pax is unacceptable
- Avoid animosity with seniors
- Respect authority
- Speak when it is your turn
- Do not barge into rooms of senior especially very senior officers

- Maintain decent distance
- Maintain good will but not on back slapping terms
- Respectful acquaintance
- No Kong, Bah, Dadas, Abhis
- Work together but do not cross personal boundaries
- Avoid arrogance but balance excessive congeniality
- Seniors are seniors whether you like it or not
- Nip issues in the bud
- Insolence not tolerated
- Graceful dignified behaviour at all times

Interacting with co-workers

- Avoid unnecessary loafing in the work place
- Stay away from encouraging staff sycophancy
- Help each other
- Do not over react
- Do not take sides
- Avoid conflict
- Avoid rudeness
- Do not mop
- Do not criticize
- Be alphas not packs (Different from team play and team work)

Tactful/ Diplomatic Dealings

The actual words inside your head

- What kind of 🤨 people am I working with?
- Which idiot drafted this?
- Why are the 🙄 taking so much time?
- What do you people do all day in office?

The actual words inside you say

- Can we try to speed up the matter with a little bit of effort?
- This is okay, but perhaps we can add some more of these points.
- It's delayed already, get additional staff to assist and follow up the matter.
- How soon can it be completed?

- **Who asked you to add this?**
- **You are thinking “Wasn’t it you? You old cow?”**
- **But you actually say**
- **“I may have misheard your order sir/ mam, but I will re do the entire work sir/mam”**

- Don't you know the procedures?
- What you are thinking
- Wasn't it your duty to tell me??
- But you actually say..

“I regret the oversight sir/ mam, I will get it re done.

Regard the self esteem of others. Avoid Humiliating people because of your chair.

Netiquette

- Whatsapp is still a personal space
- Emails to be concise, precise and polite
- Government has bought your time 24x7
- Receive calls especially from seniors without fail
- Return calls, messages without fail
- Do not share sensitive information through email or Whatsapp
- Chat only when queries are asked

Etiquette at Government Functions at National Day Celebrations

- Dress appropriately
- Be on time before time
- Greet all seniors and peers
- Sit in the row meant for your rank
- Even if you have powerful acquaintances do not PDA
- Exchange formal small talk
- No ruckus and loud laughter
- Civility

- Relations at home please Sir/Madam at all times
- Lean to the side if needed to converse in whispers for emergency
- National day celebrations are very solemn serious affairs: dignity decorum and dress codes to be maintained meticulously
- Phones on Silent Mode

VERBAL	NON-VERBAL
Acting as superior	Nodding
Abrupt changes of direction by consultant	Open body posture
Acknowledging limits of own competence	Sitting back
Asking client about time available	Monitoring time taken
Offer or talk about solutions / ways forward	Doodling*
Assuming power or authority	Smiling
Being judgmental	Fidgeting**
Building on contributions of client	Yawning
Challenging client	Seeking eye contact
Checking understanding / clarifying	Sitting forward
Clarifying purpose / expectations of meeting	Looking interested
Contradicting	Grunts / encouraging noises
Coldness	Silence
Consultant stating difficulties to client	Frequently checking time
Criticizing others	Closing eyes
Dishonesty of consultant	Showing impatience
Empathizing with client	Continuous note taking
Exploring feelings of client	Mirroring body language
Establishing credibility with client	Looking bored
Encouraging client to talk	
Encouraging client to make a decision	
Exploring client's willingness to act	
Following consultant's interests not client's	
Giving information to client	
Identifying issues with client	
Ignoring client's views	
Interrupting / cutting across client	
Impatience with client	
Maintaining confidentiality	

VERBAL	NON-VERBAL
Offering approval / disapproval of client's opinions	
Offering instant solutions or selling solutions	
Presenting consultant as always successful	
Presenting professional image	
Probing (leads) exploring client concerns	
Rephrasing client statements	
Reflecting / mirroring words, examples, tone of voice	
Supporting client without taking sides	
Stereotyping client or others	
Taking responsibility away from the client	
Using client's language / vocabulary	
Using open questions	
Using closed questions	
Using leading questions	

*Doodling: To draw or scribble aimlessly, absence minded or while pre-occupied.

**Fidget :To be constantly making restless little movements/To be uneasy, worry/To make (someone) disturbed or worried / Restlessness, accompanied by frequent nervous movements/someone who fidgets or disturbs other

Takeaways

- Practice work ethics
- Maintain good rapport
- Manage your stress
- Be more productive
- Be Passionate about your work but
- Avoid confrontations
- Nothing is personal

- Humility
- Avoid politics
- Agree to disagree
- Be organized
- Be Human
- “Goodwill is earned by many acts and lost by one”

