

## **Module 1: Introduction to Professional Etiquette**

### **Definition and Importance**

Professional etiquette refers to the set of conventional rules and practices that govern professional behavior. It is essential because it:

- Enhances your professional image
- Builds a positive workplace environment
- Promotes respectful and efficient interactions
- Fosters a culture of accountability and excellence

### **Benefits of Professional Etiquette**

- Improved communication and relationships
- Increased trust and credibility
- Greater career opportunities and growth
- Enhanced team collaboration and productivity

## **Module 2: Dress Code and Appearance**

### **Understanding the Company Dress Code**

- Familiarize yourself with Sadara Yanbu Group's dress code policy
- Dress appropriately for different occasions (e.g., meetings, fieldwork)

### **Grooming Standards**

- Maintain personal hygiene
- Keep hair neat and styled appropriately
- Avoid excessive use of fragrances

### **Dressing for Different Occasions**

- Formal attire for meetings and presentations
- Business casual for regular office days
- Safety gear for site visits (if applicable)

## **Module 3: Communication Skills**

### **Verbal Communication**

- **Clarity and Conciseness:** Speak clearly and get to the point
- **Tone and Professional Language:** Use a respectful and professional tone at all times

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**Non-Verbal Communication**

- **Body Language:** Maintain an open and approachable posture
- **Eye Contact:** Show attentiveness and engagement by maintaining eye contact

**Written Communication**

- **Email Etiquette:** Use proper salutations, be concise, and proofread before sending
- **Reporting and Documentation:** Ensure reports are clear, accurate, and submitted on time

**Module 4: Workplace Conduct**

**Punctuality and Time Management**

- Arrive on time for work and meetings
- Meet deadlines and manage time effectively

**Respect and Courtesy**

- Show respect to colleagues, superiors, and clients
- Practice courtesy and politeness in all interactions

**Maintaining a Positive Attitude**

- Stay positive and proactive
- Avoid negative talk and gossip

**Dealing with Conflict Professionally**

- Address conflicts calmly and constructively
- Seek mediation if necessary

**Module 5: Customer Interaction**

**Understanding Customer Needs**

- Listen actively to customer concerns
- Ask questions to clarify their needs

**Professionalism in Customer Service**

- Remain calm and courteous, even under pressure
- Provide accurate and helpful information

**Building Strong Customer Relationships**

- Follow up on promises and commitments
- Show appreciation for their business

### **Handling Complaints and Feedback**

- Address complaints promptly and professionally
- Use feedback to improve services and processes

### **Module 6: Meeting Etiquette**

#### **Preparation and Participation**

- Come prepared with necessary materials and information
- Participate actively and contribute constructively

#### **Listening Skills**

- Listen without interrupting
- Show understanding by summarizing key points

#### **Staying on Topic**

- Keep discussions relevant and focused
- Avoid side conversations and distractions

#### **Follow-Up Actions**

- Take note of action items
- Ensure follow-up on commitments made during the meeting

### **Module 7: Workplace Collaboration**

#### **Teamwork and Cooperation**

- Work collaboratively with team members
- Support and assist colleagues when needed

#### **Respecting Others' Opinions**

- Value and consider diverse perspectives
- Encourage open dialogue and idea sharing

#### **Sharing Credit and Acknowledgment**

- Recognize and celebrate team achievements
- Give credit where it's due

#### **Offering and Accepting Constructive Feedback**

- Provide feedback in a constructive and respectful manner
- Accept feedback with an open mind

## **Module 8: Digital Etiquette**

### **Proper Use of Company Email**

- Use email for professional communication only
- Avoid using personal email for work-related matters

### **Professional Behavior on Social Media**

- Represent the company positively online
- Avoid sharing confidential information

### **Data Privacy and Security**

- Follow company policies on data protection
- Ensure secure handling of sensitive information

### **Appropriate Use of Digital Tools and Platforms**

- Use company-provided tools for work purposes
- Avoid excessive personal use during work hours

## **Module 9: Handling Confidential Information**

### **Understanding Confidentiality Policies**

- Know the company's policies on confidentiality
- Ensure compliance at all times

### **Secure Handling of Sensitive Information**

- Keep confidential documents secure
- Share sensitive information only with authorized personnel

### **Importance of Discretion**

- Practice discretion in all professional matters
- Avoid discussing confidential topics in public or unsecured spaces

## **Module 10: Continuous Improvement**

### **Seeking Feedback**

- Regularly seek feedback from supervisors and colleagues
- Use feedback to improve performance and skills

### **Professional Development Opportunities**

- Take advantage of training and development programs

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- Stay updated with industry trends and best practices

**Staying Updated with Industry Trends**

- Read industry publications and news
- Attend relevant workshops and conferences