

# Survey Shows Workplace Etiquette and Ethics Lacking in Workplace

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## **OBJECTIVE:**

The survey was conducted in order to examine the state of workplace manners, etiquette, and ethics.

## **METHODS USED:**

Kessler International polled upper and mid-level management at forty professional service firms. The survey was conducted by asking individuals to anonymously comment on their employee's use of personal electronic devices, dress, manners, and employees' levels of respect for other employees.

## **KEY FINDINGS:**

- Some items mentioned by managers were; complete lack of courtesy, lack of personal responsibility, and lack of manners.
- Every single respondent indicated that they observed untimely and inappropriate use of cellphones by their staff.
  - It is important to note that personal electronic devices can be used as listening devices and recording devices for sensitive client data at meetings.
- Many indicated a constant issue with employees dressing inappropriately. Many noted that on Fridays employees seem to dress like slobs despite no casual Friday policy.
- A lack of common courtesy was indicated by many respondents.
  - Managers described a constant string of staff entering their offices and personal workspaces without asking first or being invited.
  - More than half of the respondents reported please, thank you, and courtesy greetings at the beginning and end of the day were nearly nonexistent in their workplace.
- Many described the inability of staff to simply compose a business letter and others cited sloppiness of spelling errors, incorrect punctuations and use of capitalizations in words causing embarrassment to the company and the loss of clients.
- Some respondents indicated they were embarrassed to invite younger employees to business functions due to their inability in interacting with clients.
- Most cited that the lack of personal responsibility and accountability is attributed to a lack of training by high schools and higher learning institutions.
  - Kessler found in another study it conducted last year that schools overwhelmingly were turning out amoral children because many of the younger teachers did not know the difference between right and wrong.

- Many indicated that too many employees are overwhelmed by the pressure to achieve results, most likely a result of their previous educators and their focus on raising their pupil's statistical level from one stage to the next.

**CONCLUSION:**

- Guidelines and recommendations should be distributed to staff regarding their use of electronics, dress, and conduct in the workplace.
- When manners are left unchecked, companies may be exposing themselves to theft of information, embarrassment, and the loss of clients.

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