

THE IMPORTANCE OF MODERN WORK ETIQUETTE

Xakimov A. A.

Associate Professor Namangan Engineering

Construction Institute Uzbekistan

Abstract:

Any work has rules of communication — work etiquette. We tell you why you need it and what principles you need to follow in order to keep your job and good relationships with colleagues. Work etiquette is a set of rules on which employees communicate with each other, as well as with managers, clients and partners.

Keywords: Modern life, etiquette, work etiquette, principles, ethics, philosophical worldview, society.

Introduction

The main rule is to respect other people's borders. The norms of work etiquette in a team may overlap with the rules of a particular company. They are most often talked about during onboarding or at corporate trainings. In some teams, despite the fact that the rules are not described, they are followed behind the scenes. The principles of work etiquette in professional activity help to create a trusting atmosphere in the company, effectively negotiate, get out of conflicts and maintain their authority in the eyes of colleagues. In a team where there is business etiquette, people feel safer.

Methodology

The rules of work etiquette are based on its principles. Here they are:

1. Courtesy and respect. Consider the interests of other people, communicate politely and respectfully with colleagues, clients and partners.
2. Empathy. Put yourself in the shoes of a client or colleague in order to better understand them and find a common language with them.
3. Punctuality. Meet deadlines for completing work assignments and show up to meetings on time.
4. Responsibility. Comply with all obligations and perform the work at the proper level.
5. Openness and honesty. Be honest and open in business dealings, share information and not use the position for personal gain.
6. Tolerance. Do not condemn colleagues for their nationality, religion or beliefs, give everyone the opportunity to speak out and take into account different points of view before making decisions.
7. The ability to admit mistakes. Figure out what's wrong and fix it. The principles of work etiquette adopted in different countries may differ from each other, so it is better to study local norms, business communication features and corporate culture before starting cooperation.

Modern work etiquette is based on three key principles:

Saving time. In a business environment, time is money, and saving time is an important aspect. For example, when a group of employees is waiting for an elevator in an office building, the first



person to enter the elevator is the one who is closest to him. This approach helps to avoid delays and ensures efficiency in work processes. This shows respect for the time of colleagues.

Subordination. Insubordination is a show of respect for those who occupy a higher rank or status. In office practice, this is expressed, for example, in the fact that the secretaries serve drinks, taking into account the status of the guests. The higher the status, the higher the service priority. This principle also emphasizes the importance of formality in communication – switching to "you" without the consent of the interlocutor is unacceptable and is considered a violation of business etiquette. Also, for example, the first person to greet is the one who is lower in official position - for example, an elderly female accountant should be the first to greet a young male boss. It would seem that everything is simple and logical, but etiquette is a delicate and sometimes difficult matter. If a young boss greets a respectable lady first, showing that he respects her as an experienced professional, would this be a mistake and a violation of norms? No. When you get acquainted, when you are introduced or you introduce yourself, do not rush to give your hand. The person to whom you are being introduced should be the first to do so. Also, according to business etiquette, it is not customary to kiss a lady's hand at an official meeting.

Comfort. Providing comfort is a key aspect of business etiquette. It is important to create conditions in which guests and colleagues feel comfortable and confident. For example, when meeting guests in the office, the lead employee goes first, showing the way and ensuring comfortable movement for the guests. This prevents uncomfortable situations and promotes a positive impression. Etiquette is the ability to conduct a conversation competently and use speech formulas appropriately in work situations. A polite person conducts a dialogue with empathy, is friendly and pleasant in communication.

For example, while waiting for a guest, it is important not only to offer a drink, but also to engage in a casual conversation on neutral topics that cannot generate conflict.

- Criticize in private, but praise in public. This rule is especially relevant for managers. Public debriefing is unacceptable. The etiquette of a leader is also in this.
- When refusing, state the reason – it's polite. If you refuse a business offer or an uninteresting conversation, it is better to indicate the reason for the refusal. This is polite and will allow you to maintain business relations.
- Choose the communication channel correctly with the development of technology, many business issues are solved in messengers. However, messengers are a personal space. Before writing to a partner or client, ask for their consent. The same applies to social media.
- Address the person as they introduced themselves. When communicating by e-mail, pay attention to the signature. A colleague's signature is your clue on how to address him.: by first name or first name/patronymic. The task of a polite person is to think about the comfort of a colleague, guest, colleague and partner. Body language politicians were the first to appreciate the importance of "body language" - voters intuitively prefer candidates with calm and confident gestures. Therefore, they specifically develop hand movements that demonstrate openness and sincerity. Remember the teachers' advice to "not slouch" - keep your back straight.

Avoid chaotic hand movements. If it's difficult, pick up an object, such as a notebook. A pencil or pen won't help you control your hands as effectively. If you want to show something, don't point with your finger, but rather do it with your open palm. Look into the other person's eyes confidently and firmly. Practice in front of a mirror or ask someone to take a picture of you during



a conversation so that you can analyze each movement. Your facial expression should be calm, friendly and without unnecessary grimaces. Hugs, air kisses, or ordinary kisses are absolutely unacceptable — just a short and energetic handshake. Good oral communication Clean and competent speech, good pronunciation is always in fashion, as well as the ability to express your thoughts logically and clearly.

Various language innovations have found their place in modern speech etiquette. Pay attention to the correct stress and forms in words, for example, contract rather than contract, call rather than call, quarter rather than quarter, put on a jacket rather than put on, and much more. Remember the language in which you communicate! The ability to hear and listen to an opponent in business is a valuable gift that brings great profits. Every client, colleague and partner always has something to tell about their problems or ideas. It is important to be able to listen to everyone, understand them and offer something in return. This skill is also valuable because it helps to save time – the most valuable resource in business. Improving speech, timbre, and diction is an important part of developing professional and personal skills. Clean and competent speech, good pronunciation is always in fashion, as well as the ability to express your thoughts logically and clearly. If you have diction problems, consult a specialist and perform daily exercises to improve the mobility and flexibility of your lips, tongue, and jaws. For example, pronouncing tongue twisters will help improve pronunciation clarity. Practice pronunciation of complex words and phrases, paying attention to each sound. Record yourself on a voice recorder and analyze it to understand where improvement is needed. Regular breathing exercises help control your breathing and improve your voice. Try diaphragmatic breathing, where the abdomen expands when inhaling, rather than the chest. Before important speeches or meetings, do vocal exercises such as "humming" or "meowing" to warm up your vocal cords. Work on a variety of intonations to make your speech sound natural and attractive. Avoid monotony, as it can tire listeners. Important aspects of preparation include:

- Travel and time planning: Arrive without delay, preferably a little earlier.
- Appearance: Business suit, neat clothes, clean shoes.
- Behavior: Confidence, affability, benevolence.

When you arrive at the meeting, tell the secretary who you are and what business you have come for. Come in by invitation only, shake hands confidently. Sit down only after being invited. Sit up straight, you can look the other person in the eye, but without aggression, demonstrate kindness, calmness and confidence. If you are offered drinks, do not refuse, take at least one or two sips. If the interview is conducted at the table, observe the rules of decency.

Results

Ethics of business communication and business conversations (negotiations) is the science of morality and morals, about relationships between people and the responsibilities arising from these relationships. All people are different from each other, and therefore they perceive the situation they find themselves in differently. Differences in perception often lead to people disagreeing with each other about certain things. This disagreement arises when the situation is of a conflict nature. A conflict is defined by the fact that the conscious behavior of one of the parties (a person, a group, an organization) causes a disturbance of the interests of the other party. Conflict resolution is most



often carried out by negotiation, business conversation. Studying the nature of conflicts, experts have drawn up certain rules for conducting negotiations.

The developed methodology for conducting business negotiations includes various factors: perception, emotions, consideration of differences of interests, development of mutually beneficial options, etc. Of all the methods, the method of principled negotiations based on objective criteria is considered the most valid. The main sphere of a person's manifestation of his business and personal qualities is the labor collective. Professional ethics defines the ethical principles and norms of human behavior within a specific type of work. A prerequisite for fulfilling the professional duty of a manager is an objective and friendly attitude towards personal views, official expectations—claims, and the professional opinion of subordinates. A special place is given to a fair material and moral assessment of the personal contribution of each employee and each labor collective to the common cause of the development of the industrial economy. The unity of word and deed is a manifestation of the professional integrity of a leader, an indicator of justifying people's trust. The improvement of production management is impossible without moral regulation.

Conclusion

The production team has a complex system of mechanisms for regulating human behavior. Active measures are being taken to improve the legal mechanisms for regulating people's actions in an industrial environment. But these mechanisms for regulating behavior work when such moral qualities of people as conscience, professional honor and duty, moral responsibility for their own actions and the affairs of others are best manifested. In this regard, an urgent problem of observing etiquette is to ensure the elevation of moral values and motives of the workforce.

References

1. Khakimov A. A. TRADITION AS A FACTOR IN THE NORMATIVE MANAGEMENT OF SOCIETY //Colloquium-journal. – Голопристанський міськрайонний центр зайнятості= Голопристанский районный центр занятости, 2019. – №. 5-3. – С. 49-50.
2. Хакимов А. А. и др. Традиция как фактор нормативного управления обществом //Сборники конференций НИЦ Социосфера. – Vedecko vydavatelske centrum Sociosfera-CZ sro, 2015. – №. 37. – С. 47-49.
3. Hakimov A. PROBLEM OF GENDER IN THE PHILOSOPHY //Theoretical & Applied Science. – 2019. – №. 11. – С. 641-643.
4. Abdulboqi K. MENTALITY IN THE DIALOGUE BETWEEN CULTURES AND RELIGIONS //Gospodarka i Innowacje. – 2022. – Т. 24. – С. 146-151.
5. Исмаилов М. И., Хакимов А. А., Абдуллажанова Н. Т. ИНСОН ВА ЖАМИЯТ ХАВФСИЗЛИГИ-ИЖТИМОИЙ-ГУМАНИТАР ФАНЛАРНИНГ МУАММОСИ СИФАТИДА //Актуальные проблемы современной науки. – 2016. – С. 48-50.
6. Abdilboki K. Human Alienation and National Mentality in Society in the Context of Modern Global Development //Academic Journal of Digital Economics and Stability. – 2021. – Т. 5. – С. 52-53.



7. Ҳакимов А. А., Абдуллажанова Н. Т., Юсупов Ф. К. ФУҚАРОЛИК ЖАМИЯТИНИ БАРПО ЭТИШДА ҲУҚУҚИЙ ВА АҲЛОҚИЙ НОРМАЛАРНИНГ АҲАМИЯТИ //Научное знание современности. – 2017. – №. 4. – С. 360-363.
8. Ҳакимов А. А., Абдуллажанова Н. Т., Бокиев К. Т. Глобал экологик инкироз ва экологик нормалар //Сборники конференций НИЦ Социосфера. – Vedecko vydavatelske centrum Sociosfera-CZ sro, 2015. – №. 58. – С. 93-95.
9. Ҳакимов А. А., Ҳакимов Д. А. ЭСТЕТИЧЕСКОЕ И ХУДОЖЕСТВЕННОЕ ВОСПИТАНИЕ: ЦЕЛЬ, ЗАДАЧИ, ЭФФЕКТИВНОСТЬ //Теория и практика современной науки. – 2017. – №. 4 (22). – С. 836-839.
10. Ҳакимов А. А. СМИ как фактор формирования ценностных ориентаций молодежи //Инновационный потенциал молодежи: культура, духовность и нравственность.— Екатеринбург, 2019. – 2019. – С. 412-416.
11. Abdulahadovich X. A., Egamberdiyevna D. S., Tuxliboyevich J. H. Innovative approach to improving the effectiveness of higher education //Journal of Critical Reviews. – 2020. – Т. 7. – №. 7. – С. 1074-1076.
12. Hakimov A. A. A SOCIO-PHILOSOPHICAL ASPECT OF FAMILY VALUES //Western European Journal of Historical Events and Social Science. – 2024. – Т. 2. – №. 6. – С. 73-76.
13. Hakimov D. A. THE ROLE OF PHILOSOPHY IN THE LIFE SOCIETY //Теория и практика современной науки. – 2018. – №. 1 (31). – С. 70-72.
14. Hakimov D. A. INNOVATIVE IDEAS IN DEVELOPMENT OF EDUCATION SYSTEM //Мировая наука. – 2018. – №. 10 (19). – С. 61-63.
15. Hakimov D. A. SPIRITUAL EDUCATION OF YOUNG IN THE CONTEXT OF GLOBALIZATION //Теория и практика современной науки. – 2017. – №. 4 (22). – С. 51-54.

