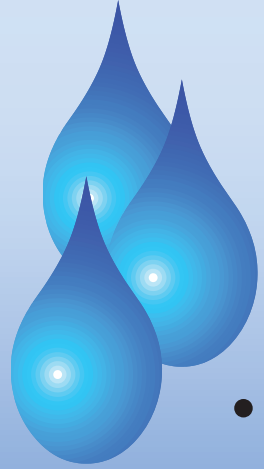


**THE CHAMBER OF TAX CONSULTANTS**

***OFFICE ETIQUETTES:  
E-MAIL WRITING,  
COMMUNICATION SKILLS AND  
PRESENTATION SKILLS***

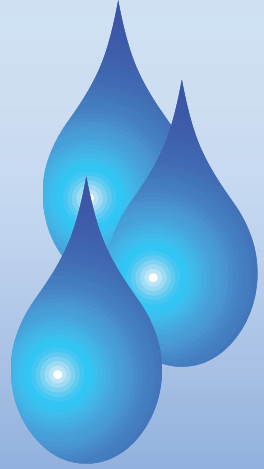
***CA VYOMESH PATHAK***

***9 June 2018***



## *OFFICE ETIQUETTES- MEANING*

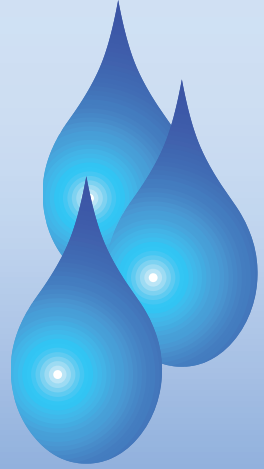
- Etiquette is a set of unwritten rules that apply to social situations, professional workplaces and relationships.
- Office Etiquette is about conducting yourself respectfully and courteously in the workplace.
- In the business world, good business etiquette means that you act professionally and exercise proper manners when engaging with others in your profession.



# ***POINTS TO REMEMBER***

**Points To Remember**





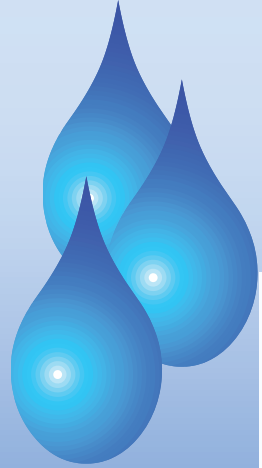
# *BE PUNCTUAL*

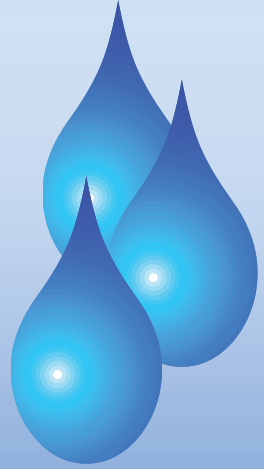


# ***DRESS APPROPRIATELY***

## **Dress Appropriately**

- Follow the dress code
- Shirts tucked in
- Wear formal shoes with trousers
- Polish shoes
- Wear a belt
- No messy hair
- Don't overdo makeup
- Don't go too large with jewelry
- Wear ironed / Wrinkle free cloths
- No dirty / stained outfit
- Avoid too much perfume



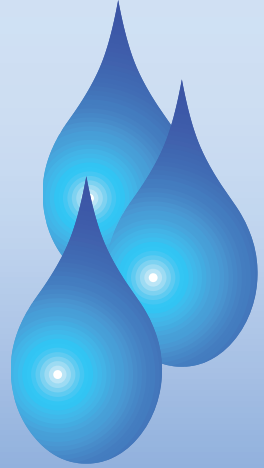


# ***REFRAIN FROM BEING LOUD***



# *MOBILES- SILENT MODE OR RING TONE UNDER CONTROL*





## *ANSWER TELEPHONE CALLS PROMPTLY*

**Answer  
Telephone  
Calls  
Promptly**

**RIINGGGG...**

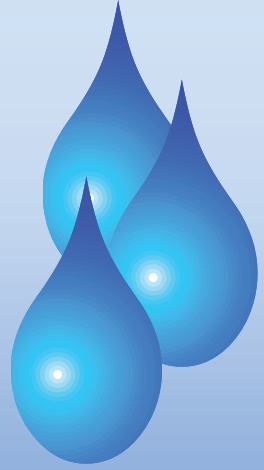




# *DON'T ANSWER PHONE CALLS DURING MEETINGS*

## **Don't Answer Phone Calls During Meetings**



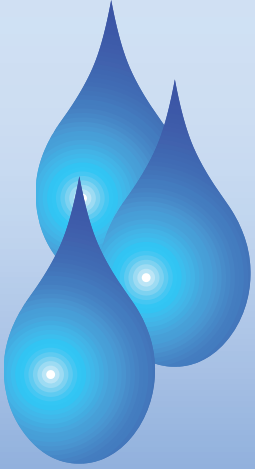


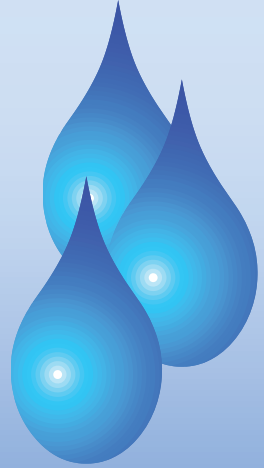
## ***DON'T INTERRUPT OTHERS***



**Don't Interrupt Others**

***BE SENSITIVE TO OTHERS' NEED FOR PRIVACY***

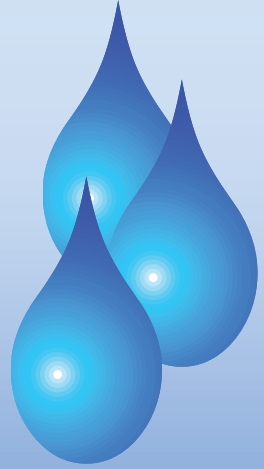




## *STAY AWAY FROM GOSSIP*

**Stay Away From Gossip**

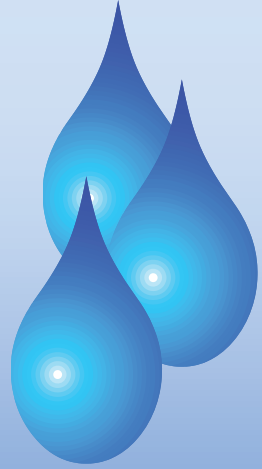




## *BE MINDFUL OF OFFICE CHATTER*

### **Be Mindful To Office Chatter**

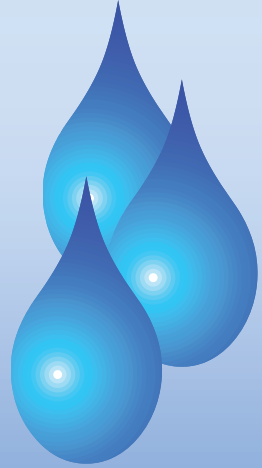




## *KEEP YOUR WORKSTATION CLEAN*

### **Keep Your Workstation Clean**

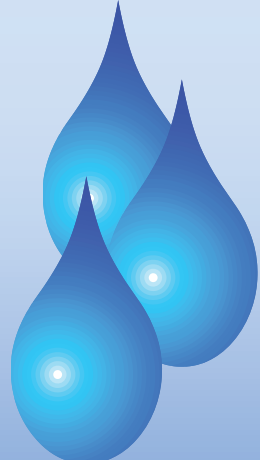




# *ASK BEFORE BORROWING*

**Ask Before Borrowing**



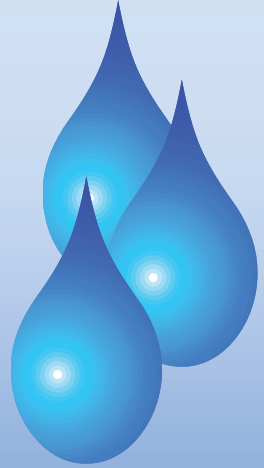


# *ALWAYS SAY- WORDS OF COURTESY*

**Always Say**



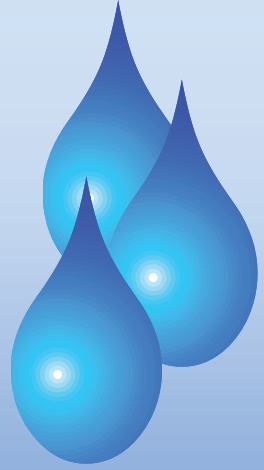




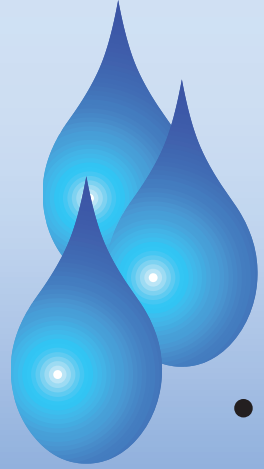
## *FIRST IMPRESSION IS THE LAST IMPRESSION*

Don't reserve your best behavior for special occasions. You can't have two sets of manners, two social codes - one for those you admire and want to impress, another for those whom you consider unimportant. You must be the same to all people.

(Lillian Eichler Watson)



# ***E-MAIL WRITING***



## *WHAT IS AN E-MAIL*

- Text-based mail sent *via* the computer / laptop or other similar device by one person to another.
- A Push Technology.
- It waits for you.
- It is One-to-Many and almost free.



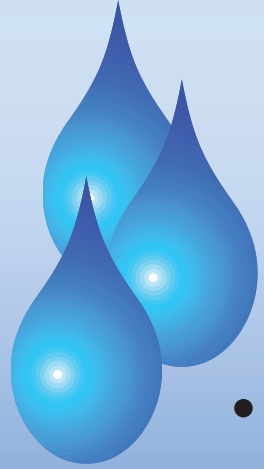
## *HOW TO MAKE AN EFFECTIVE E-MAIL*

- Select your audience / recipient of the e-mail correctly.
- Using Distribution List.
- Composing your e-mail-
  - ✓ Make the heading meaningful;
  - ✓ Keep the e-mail short and clear;
  - ✓ Start each e-mail by stating its purpose / context.



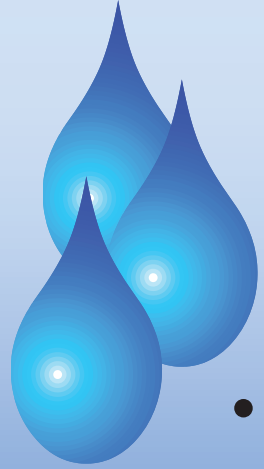
## *FEW COMMON MISTAKES / HABITS IN E-MAIL*

- Changing the topic without changing the subject.
- Including multiple subjects.
- Misaddressed recipients.
- Displaying addresses of recipients who are strangers to each other.
- Replying vs. Forwarding.



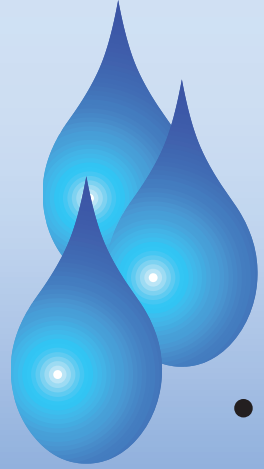
## ***STRUCTURE OF AN E-MAIL***

- Addressing
- Subject
- Message Text / Body of the e-mail
- Attachments
- Signature



## *ADDRESSING*

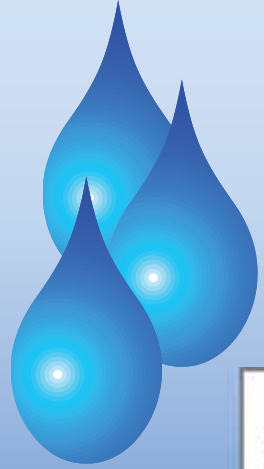
- It's the e-mail address of the recipient.
- Use of CC where multiple people are to be involved.
- Use BCC to protect e-mail address unless everyone knows each other.
- Maintain address book.
- Use of Distribution List.



## ***SUBJECT***

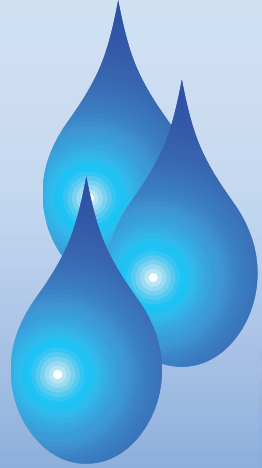
- Precise headline for the e-mail message.
- Makes easier to handle and manage e-mail.
- Avoid sending e-mail without any Subject.
- Maintain address book.
- Use of Distribution List.





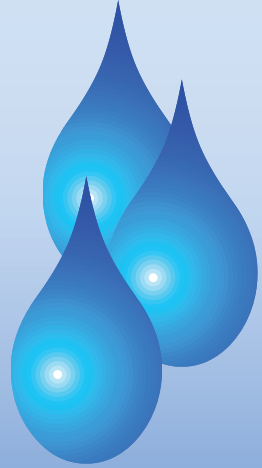
## *INEFFECTIVE SUBJECT LINES*

<b>Subject:</b>	<b>Date:</b>
Hi	9:17 am
questions	10:11 am
Meeting	12:44 pm
One more thing.....	3:02 pm
Some thoughts	4:21pm



## ***EFFECTIVE SUBJECT LINES***

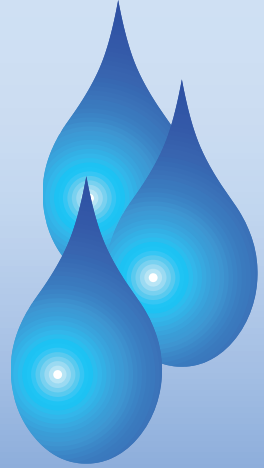
<b>Subject:</b>	<b>Date:</b>
Party planning meeting rescheduled for 3pm	9:17 am
Help: I can't find the draft for the Smith Paper	10:11 am
Reminder: peer-review articles due tomorrow (3/30)	12:44 pm
Questions about Sociology 210 project	3:02 pm
Congratulations to Jennifer for winning Nobel Prize	4:21pm



## *EFFECTIVE SUBJECT LINES*

<b>Subject:</b>	<b>Date:</b>
Re: Question about Smith paper (was: please help with this!)	10:11 am

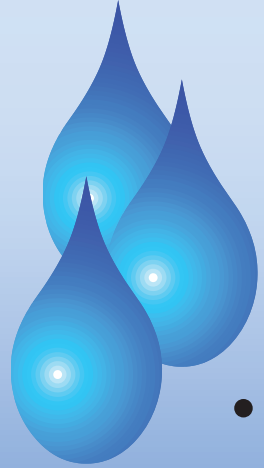
Change subject lines  
when necessary



## ***EFFECTIVE SUBJECT LINES***

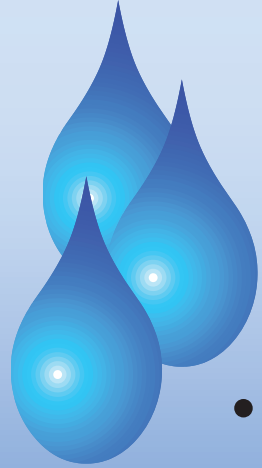
<b>Subject:</b>	<b>Date:</b>
Re: Re: Re: [Fwd: [Fwd: [hrfac] Reminder: Deadline for Spring Semester Is Jan. 15]]	9:17 am

Remove extra email prefixes



## *MESSAGE TEXT / BODY OF E-MAIL*

- Keep the message focused and readable.
- Keep it short.
- Brevity and Clarity.
- Use Paragraphs.
- Break into Paragraphs; skip lines in between-  
proper spacing between the Paragraphs.
- Avoid fancy typefaces / fonts.



## *MESSAGE TEXT / BODY OF E-MAIL*

- Use Bold / Underline to highlight text if required.
- Write in professional English with capitalisation and correct spelling.
- Introduce yourself clearly to cold contacts-
  - ✓ Hello, I am ..... The reason I am writing you is..
  - ✓ Hello, Mr. \_\_\_\_\_ suggested me to contact you...



## *POOR E-MAIL CONTENT- AN EXAMPLE*

Jon,

Hey, I was just thinking about the meeting we had about the new workshop you were planning for next week about resume-writing. I think that we may have forgotten to include all of the students who might benefit from this workshop. There are several groups of students at the School of Public Health that were not on your list. Of course you may have added them to your list since our last meeting. Sara from the School of Public Health contacted me to ask if the students from the Epidemiology program were on our list of included students. She also wanted a list of all of the included departments from the School of Public Health. Can you send me a list of all of the included student groups? I can then send the relevant information on to Sara because she needs this information by tomorrow.

Thanks,  
Rachell



## ***BETTER E-MAIL CONTENT- AN EXAMPLE***

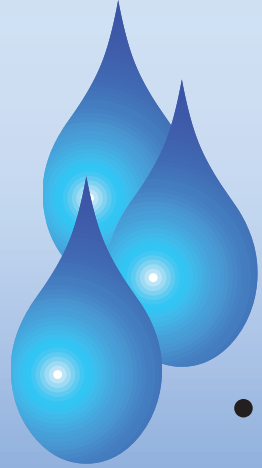
Jon,

Can you send me a list of the students included in the resume-writing workshop by tomorrow?

We may have forgotten to include all of the students who might benefit from this workshop. There are several groups of students at the School of Public Health that were not on your list. Sara from the School of Public Health contacted me to ask if the students from the Epidemiology program were on our list. I will send her that information tomorrow after I get the list from you.

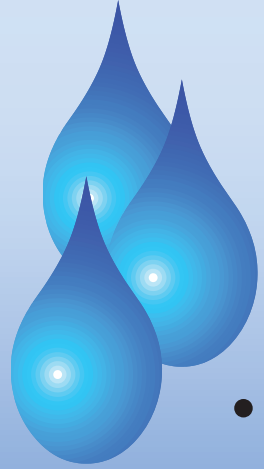
Thanks,  
Rachell





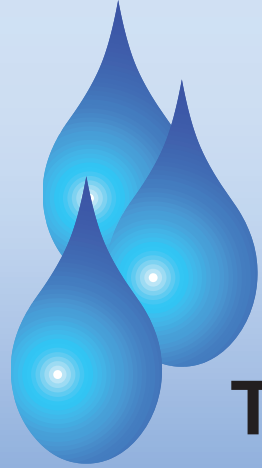
## ***E-MAIL ATTACHMENTS***

- Use sparingly.
- Cut and Paste relevant parts of the attachment into text of the e-mail.



## ***E-MAIL SIGNATURE***

- Use an appropriate signature.
- Brief (4-5 lines).
- Informative- provide all contact information.
- Professional- do not include pictures, quotes, animations



## ***E-MAIL SIGNATURE- EXAMPLE***

**Thanks & Regards**

**Vyomesh Pathak**

**Manager - International Tax and Regulatory**

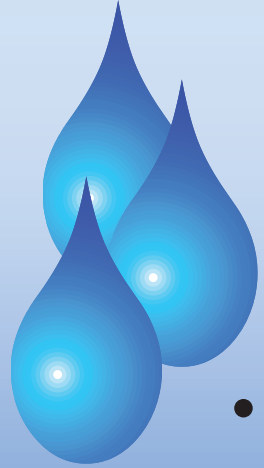
Lodha Excelus, Apollo Mills Compound,  
N.M. Joshi Marg, Mahalaxmi, Mumbai – 400 011.  
India.

T +91 (22) 30901783

M +91 9820253945

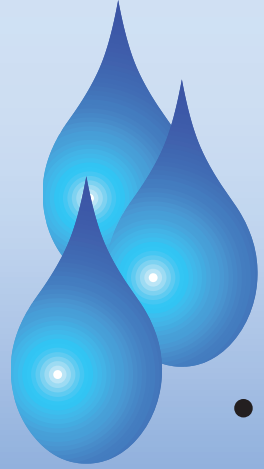
F +91 (22) 3090 2511

[vyomeshpathak@bsraffiliates.com](mailto:vyomeshpathak@bsraffiliates.com)



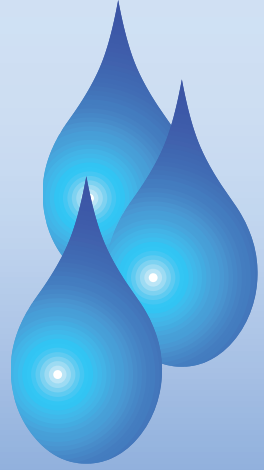
## *STYLE*

- **Threads-**
  - ✓ Multiple replies can go out of hand but continue them to maintain the thread.
  - ✓ When they start to drift, start a new thread.
- Forwarding stuffs- eg. Chain letters
  - ✓ Avoid- annoys most people.



## *STYLE*

- Offer to speak by phone or in person; E-mail is not the good tool for “clearing the air”.
- Never say in Email what you wouldn’t say in person or would not like to see in the press or defend in court.
- Once you hit “Send” you have lost control of the e-mail.
- You can never be certain that it was erased from all locations. Think of all e-mail as Permanent.



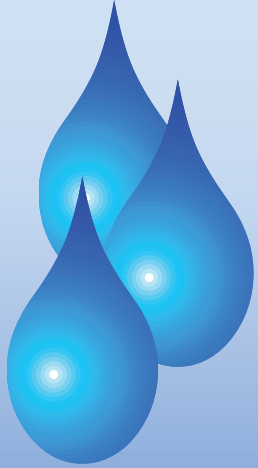
# *COMMUNICATION SKILLS*

# What is Communication?

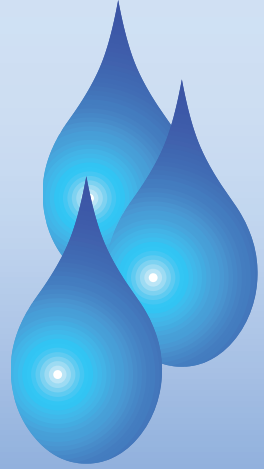
- COMMUNICATION IS THE ART OF TRANSMITTING INFORMATION, IDEAS AND ATTITUDES FROM ONE PERSON TO ANOTHER.
- COMMUNICATION IS THE PROCESS OF MEANINGFUL INTERACTION AMONG HUMAN BEINGS.

## **ITS ESSENCES :**

- ★ PERSONAL PROCESS
- ★ OCCURS BETWEEN PEOPLE
- ★ INVOLVES CHANGE IN BEHAVIOUR
- ★ MEANS TO INFLUENCE OTHERS
- ★ EXPRESSION OF THOUGHTS AND EMOTIONS THROUGH WORDS & ACTIONS.
- ★ TOOLS FOR CONTROLLING AND MOTIVATING PEOPLE.
- ★ IT IS A SOCIAL AND EMOTIONAL PROCESS.



# What are the most common ways we communicate?



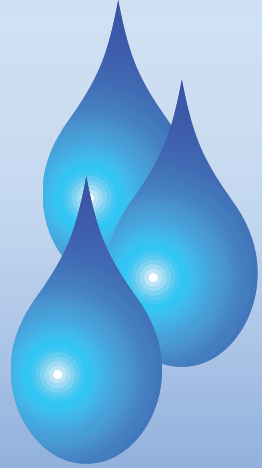
**Spoken Word**

**Written Word**

**Visual Images**

**Body Language**





# Types of Communication

**Downwards Communication :** Highly Directive, from Senior to subordinates, to assign duties, give instructions, to inform to offer feedback, approval to highlight problems etc.

**Upwards Communications :** It is non directive in nature from down below, to give feedback, to inform about progress/problems, seeking approvals.

## **Lateral or Horizontal**

**Communication :** Among colleagues, peers at same level for information level for information sharing for coordination, to save time.

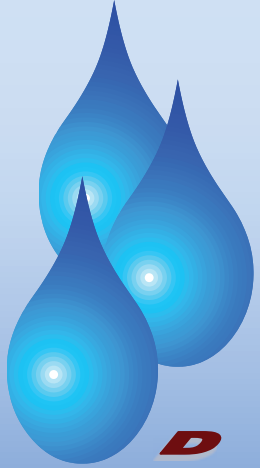
In modern business environment communication extends beyond written or spoken words to listened word.

Visual dimension added by T.V., computers has given to new meaning to communication.

## **COMMUNICATION NETWORKS**

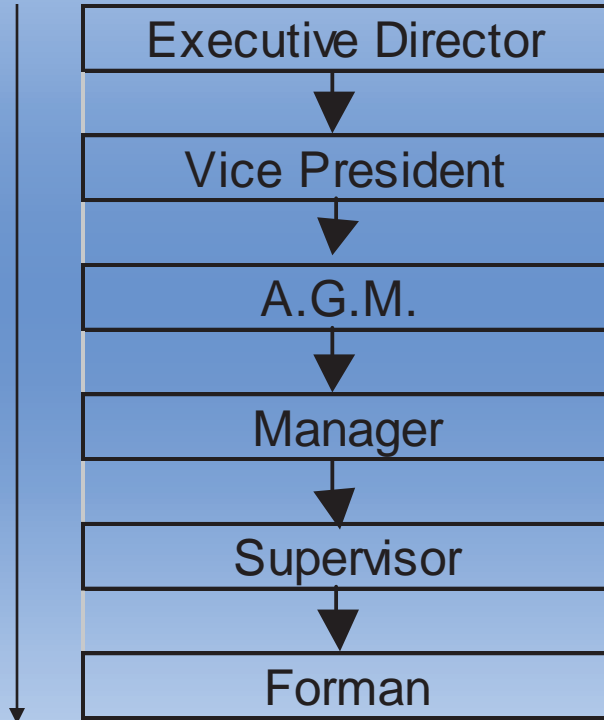
**Formal Network :** Virtually vertical as per chain go command within the hierarchy.

**Informal Network :** Free to move in any direction may skip formal chain of command. Likely to satisfy social and emotional needs and also can facilitate task accomplishment.

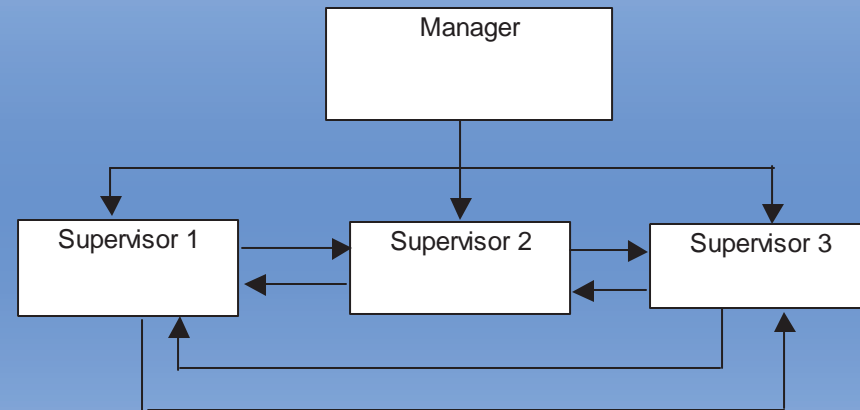


# HIERARCHY LEVEL

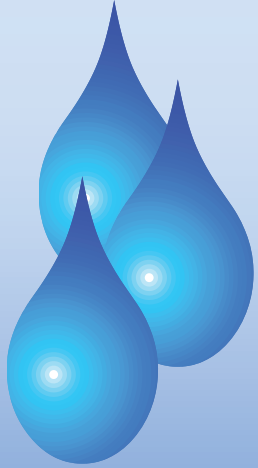
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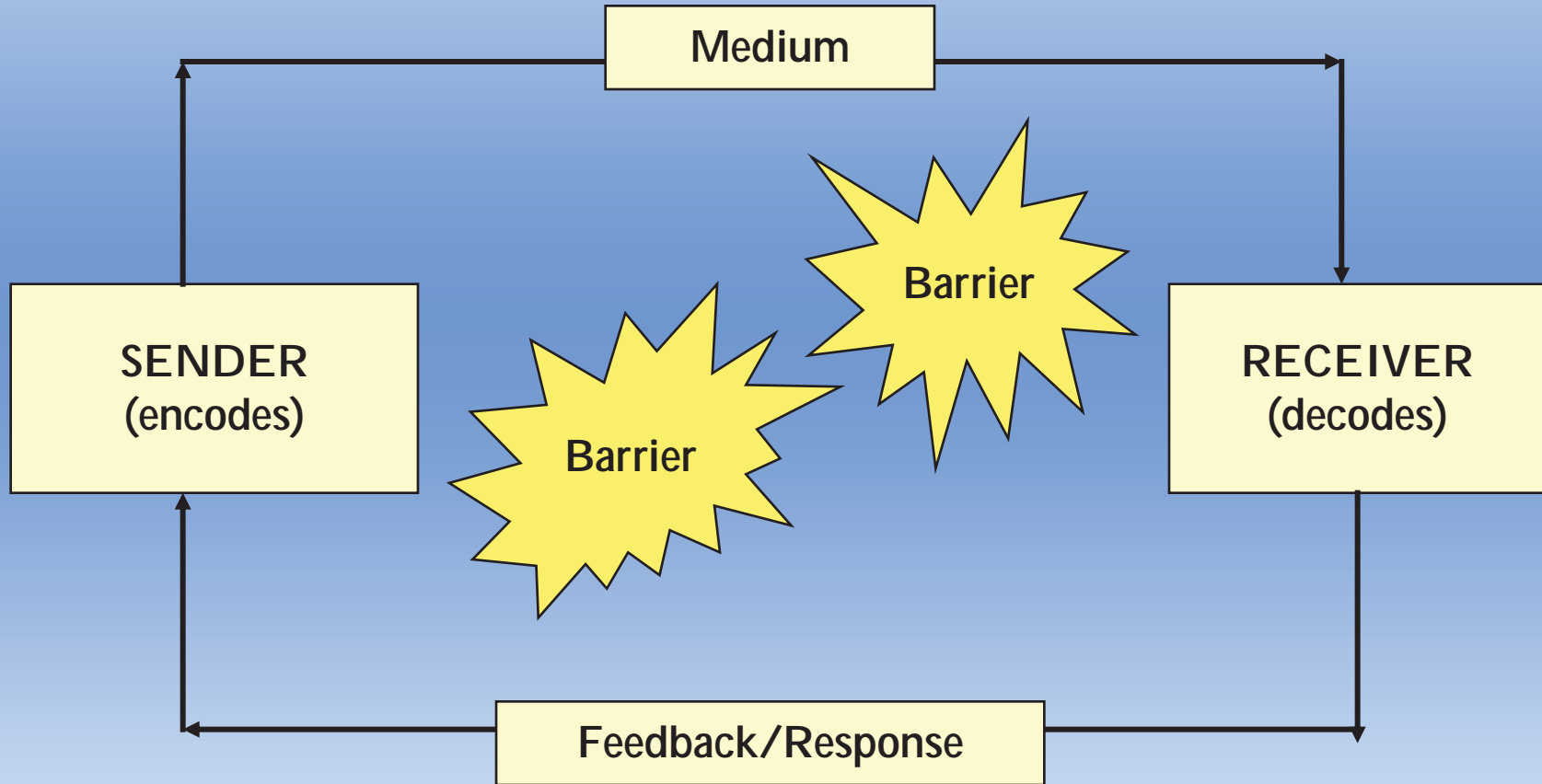
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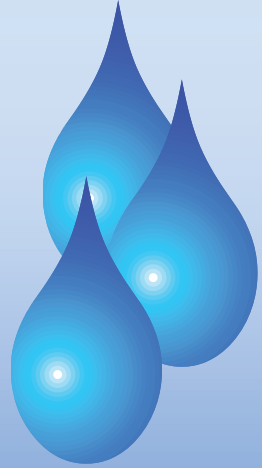


**Horizontal Comm.**



# The Communication Process

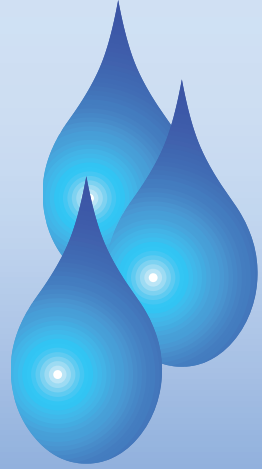




# Barriers to communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions



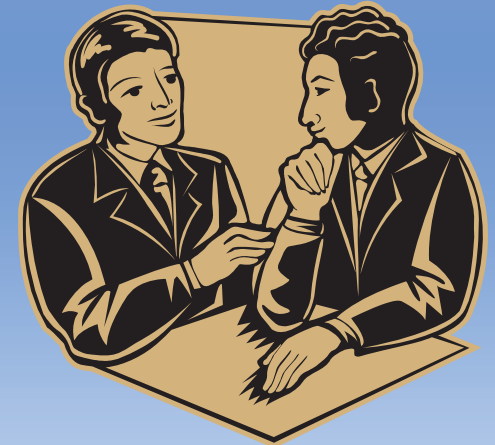


# Hearing Vs Listening

**Hearing** – Physical process,  
natural, passive



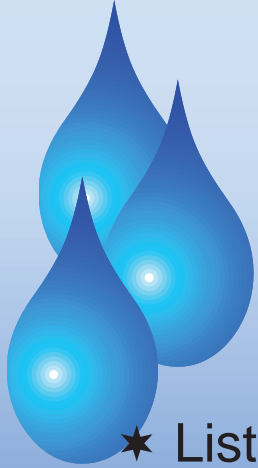
**Listening** – Physical as well  
as mental process, active,  
learned process, a skill



Listening is hard.

You must choose to participate in the process of listening.

# VALUE OF LISTENING



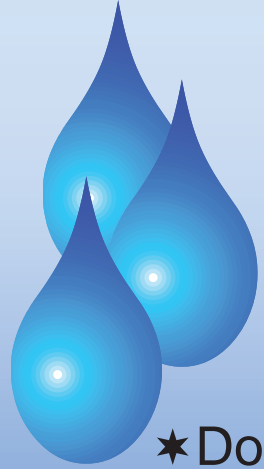
- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the instructions of superiors improve competence and performance.
- ★ The result of poor listening skill could be disastrous in business, employment and social relations.
- ★ Good listening can eliminate a number of imaginary grievances of employees.
- ★ Good listening skill can improve social relations and conversation.
- ★ Listening is a positive activity rather than a passive or negative activity.



# ESSENTIALS OF COMMUNICATION

## DOs

- ★ Always think ahead about what you are going to say.
- ★ Use simple words and phrases that are understood by every body.
- ★ Increase your knowledge on all subjects you are required to speak.
- ★ Speak clearly and audibly.
- ★ Check twice with the listener whether you have been understood accurately or not
- ★ In case of an interruption, always do a little recap of what has been already said.
- ★ Always pay undivided attention to the speaker while listening.
- ★ While listening, always make notes of important points.
- ★ Always ask for clarification if you have failed to grasp other's point of view.
- ★ Repeat what the speaker has said to check whether you have understood accurately.



# ESSENTIALS OF COMMUNICATION

## DON'Ts

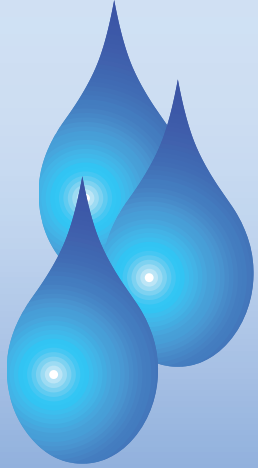
- ★ Do not instantly react and mutter something in anger.
- ★ Do not use technical terms & terminologies not understood by majority of people.
- ★ Do not speak too fast or too slow.
- ★ Do not speak in inaudible surroundings, as you won't be heard.
- ★ Do not assume that every body understands you.
- ★ While listening do not glance here and there as it might distract the speaker.
- ★ Do not interrupt the speaker.
- ★ Do not jump to the conclusion that you have understood every thing.

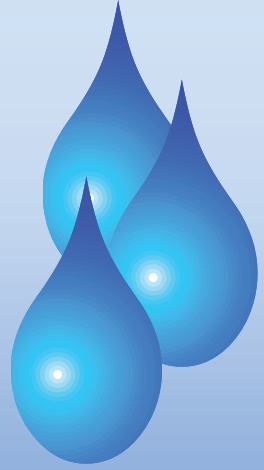


# *How to Improve Existing Level of COMMUNICATION?*



- ★ IMPROVE LANGUAGE.
- ★ IMPROVE PRONUNCIATION.
- ★ WORK ON VOICE MODULATION.
- ★ WORK ON BODY LANGUAGE.
- ★ READ MORE
- ★ LISTEN MORE
- ★ AVOID READING OR WATCHING OR LISTENING UNWANTED LITERATURE, GOSSIP, MEDIA PRESENTATION ETC.
- ★ INTERACT WITH QUALITATIVE PEOPLE.
- ★ IMPROVE ON YOU TOPIC OF DISCUSSION,
- ★ PRACTICE MEDITATION & GOOD THOUGHTS.
- ★ THINK AND SPEAK.
- ★ DO NOT SPEAK TOO FAST.
- ★ USE SIMPLE VOCABULARY.
- ★ DO NOT SPEAK ONLY TO IMPRESS SOMEONE.
- ★ LOOK PRESENTABLE AND CONFIDENT.

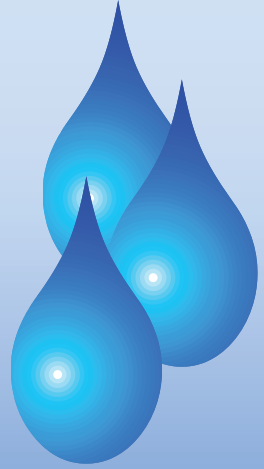




## Improving Body Language - Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues
- Maintain eye contact
- Smile genuinely

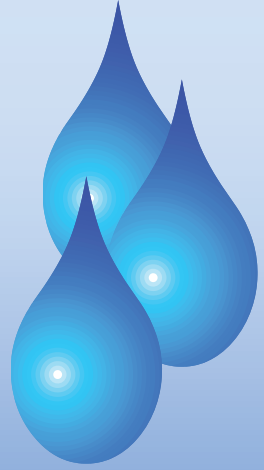




Success for YOU...

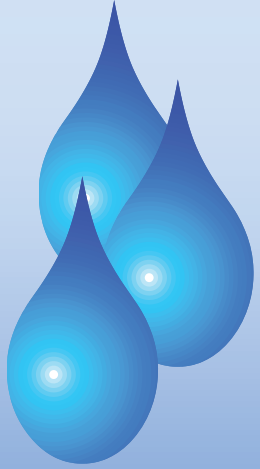
**...in the new global and diverse  
workplace requires  
excellent communication skills!**

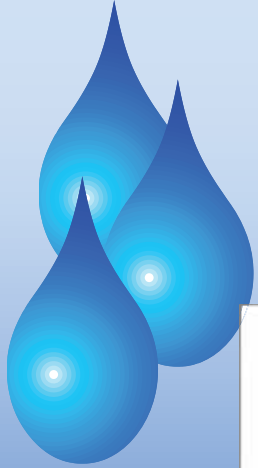




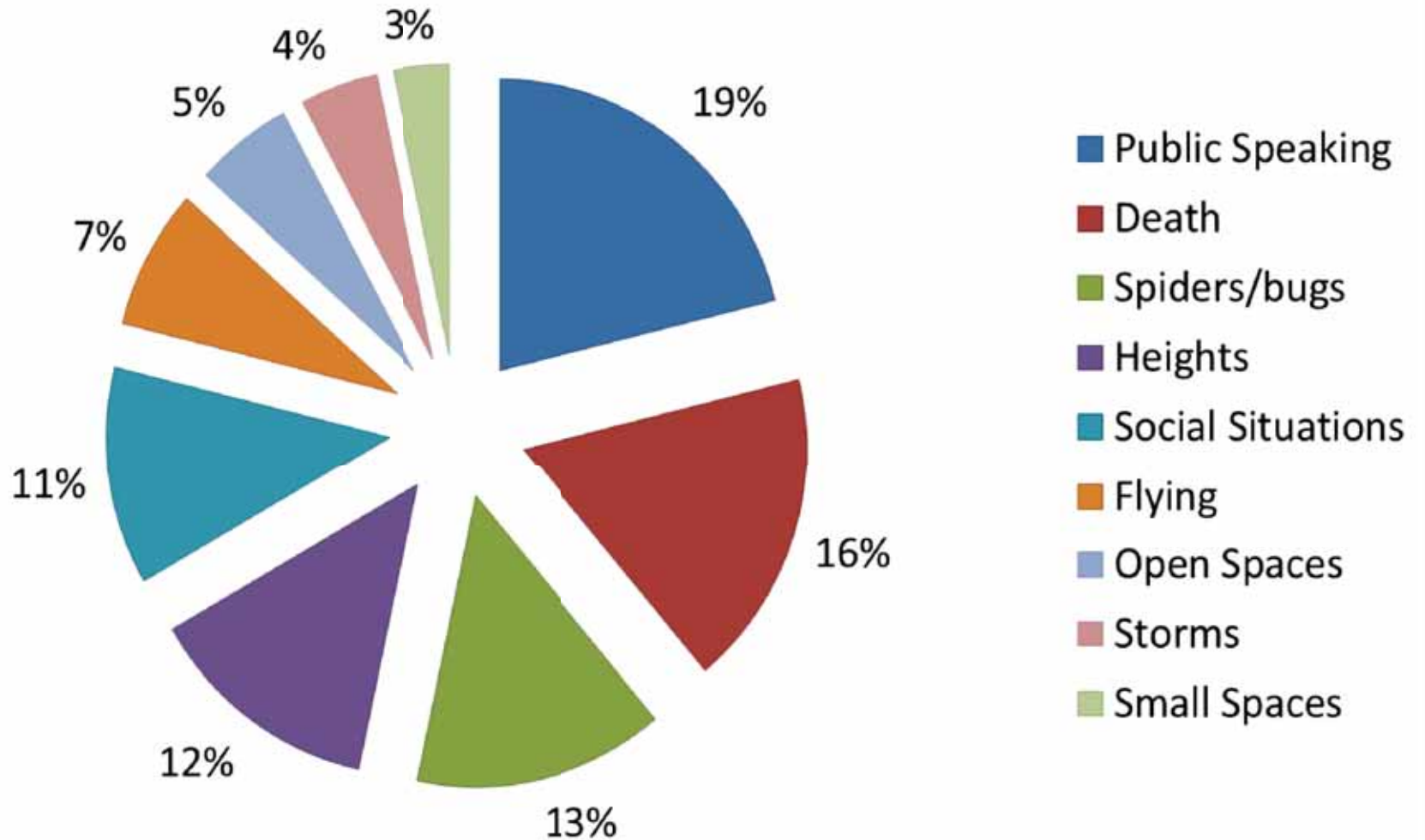
***EFFECTIVE  
PRESENTATION SKILLS***

# WHO IS AFRAID OF PUBLIC SPEAKING?





# TOP 10 GLOBAL FEARS





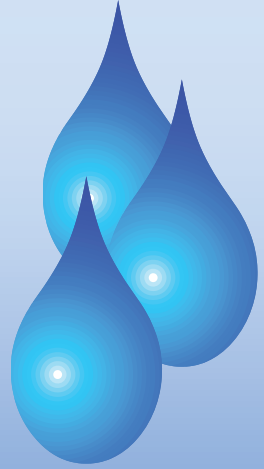
# Steps in Giving Presentation

1. Plan

2. Prepare

3. Practice

4. Present



# PLANNING

- **Who** is your Audience?
- **Why** are they there?
- What is your **Goal**?
- How **long** will it be?
- **Where** will it take place?







# FOUR CORNER STONES OF A GREAT PRESENTATION

## Four Cornerstones of a Great Presentation

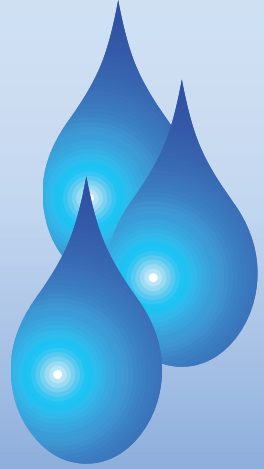
**Know Your Audience**

**Know Your Purpose**

**Great presentations require you to:**

**Know The Material**

**Know Yourself**



## 1. KNOW YOUR AUDIENCE

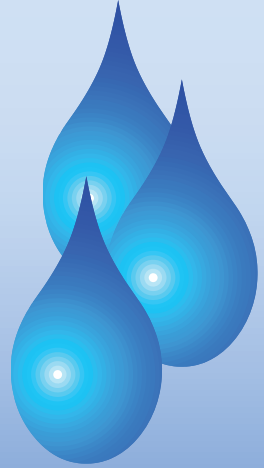
### Know Your Audience

Why is it important to know your audience?



**Purpose:** Allows you (the speaker) to determine what and how you should present.

- Demonstrate concern for the audience's interests
- Tailor the presentation to fit the audience's needs



## 2. KNOW YOUR PURPOSE

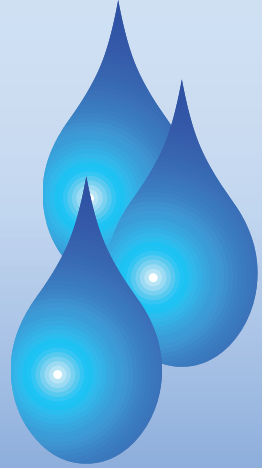
### Know Your PURPOSE

Why are you doing the presentation?

Decide whether the main purpose of your talk is to...

- Provide information
  - increase awareness
- Change attitudes
  - create emotion
- Build new skills
  - training activities





# TYPES OF PRESENTATIONS

## Types of Presentations

### Informational Speech

(provide information)

- **Purpose:** Inform the audience about a specific topic or issue

### Motivational Speech

(change attitudes)

- **Purpose:** Interest the audience in your topic and motivate them to take action

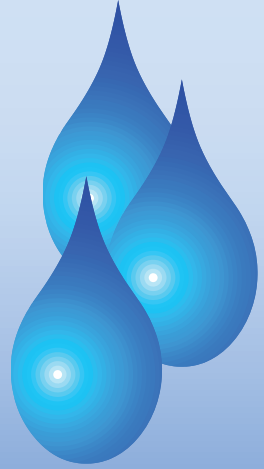
### Demonstration Speech

(build new skills)

- **Purpose:** Teach the audience something new

### Extemporaneous Speech

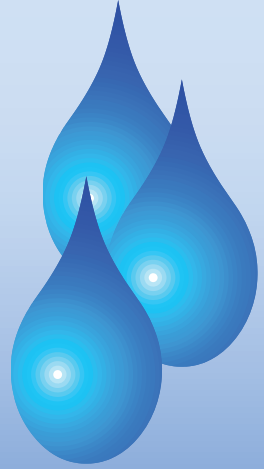
- A person is asked to speak without preparation



### 3. KNOW THE MATERIAL

## Know The Material

- **Research**
  - Use content information from credible sources
- **Data/Statistics**
  - Incorporate data /statistics that is relevant to the audience
- **Resources**
  - Provide some resources that will be helpful to the audience

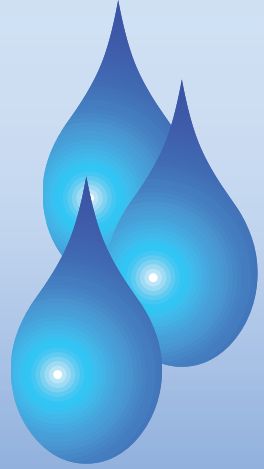


## 4. KNOW YOURSELF

### Method 4: Know Yourself

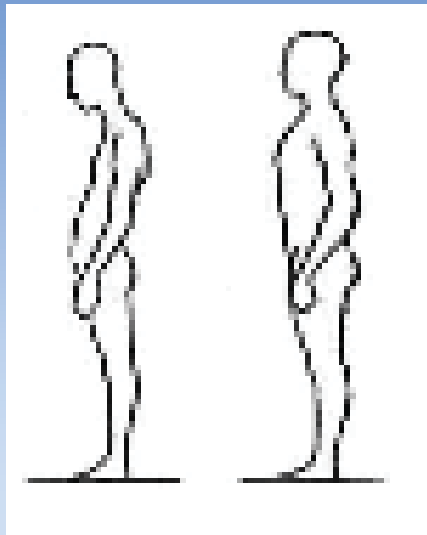
Part of knowing yourself as a speaker is knowing...

- a) Your style
- b) Your skills/strengths
- c) Your weaknesses

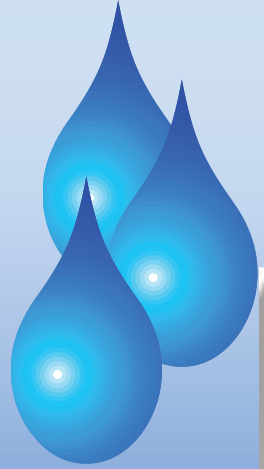


## COMMUNICATION IS THE KEY

Our body language can positively or negatively impact the way we interact with one another.



What do you think this picture is saying?



# COMMUNICATION TECHNIQUES

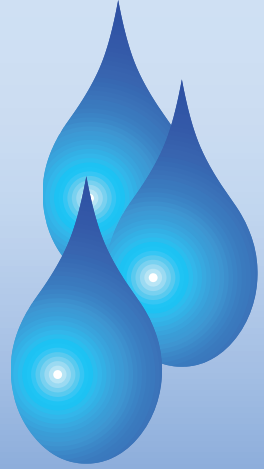
## Communication Techniques

### Eye Contact



- Maintain visual contact with your listeners until they feel “seen.”
- Be sure to make eye contact with everyone, or, when speaking with large groups, with all parts of your audience.





# COMMUNICATION TECHNIQUES

## Communication Techniques



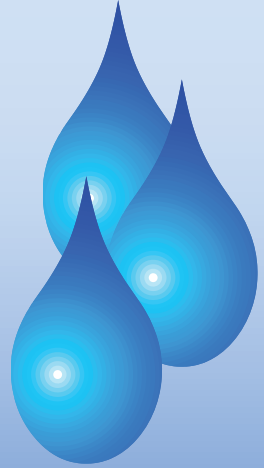
### Vocal Variety

Speed – slow to fast

Volume – soft to loud

Pitch – low to high

Enthusiasm – amount of energy



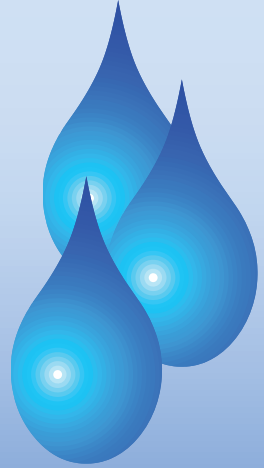
# COMMUNICATION TECHNIQUES

## Communication Techniques

### Stance and Gestures



- Stand with your feet directly below your shoulders (in a comfortable position)
- Make slow gestures to emphasize or illustrate key points



# COMMUNICATION TECHNIQUES

## Communication Techniques

### Stance and Gestures



- Stand with your feet directly below your shoulders (in a comfortable position)
- Make slow gestures to emphasize or illustrate key points

# COMMUNICATION TECHNIQUES

## Communication Techniques



### Pause and Breathe

- Pause and breathe after making a point.
- Breathe from your diaphragm, not from your chest.

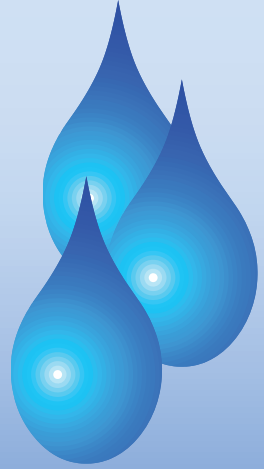
# COMMUNICATION TECHNIQUES

## Communication Techniques

### Avoid Filler Words

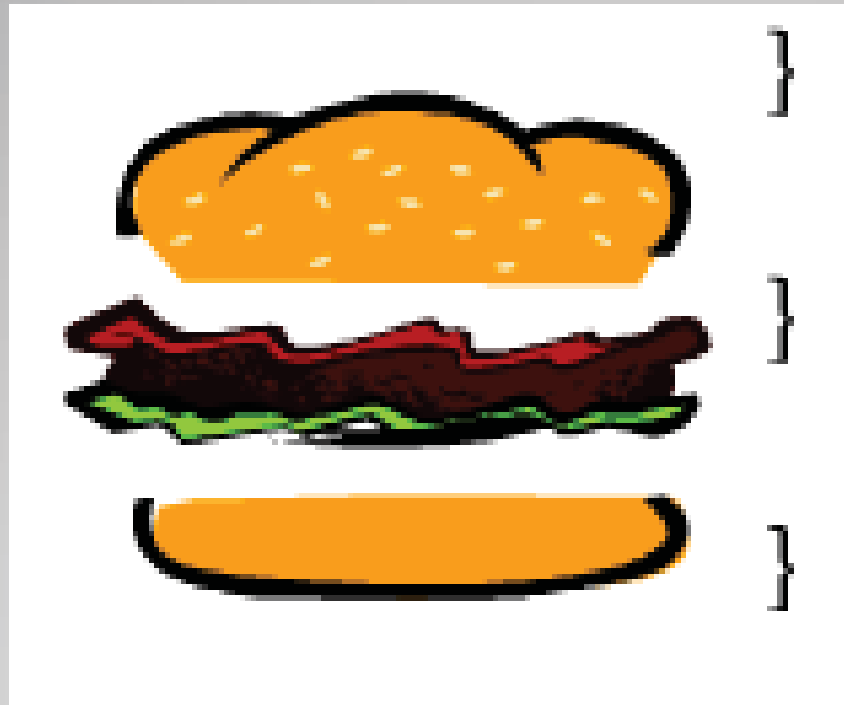


- Vocalized pauses
- Examples: "um," "ah," "uh,"
- Avoid filler words by:
  - Audio taping yourself
  - Asking friends/family to watch and inform you when the word is used
  - Video taping yourself



# THREE PARTS OF YOUR PRESENTATION

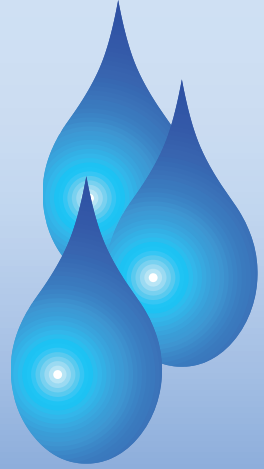
## Three Parts of a Presentation



**Introduction**

**Body**

**Conclusion**



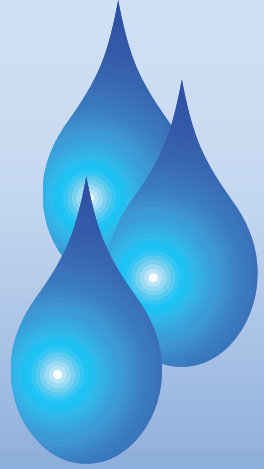
# INTRODUCTION

## INTRODUCTION



Capture the interest of the audience by making your opening statement strong.

- Introduce yourself
- Announce the topic
- Justify the topic
- Establish your credibility
- Give the audience a preview statement



## BODY

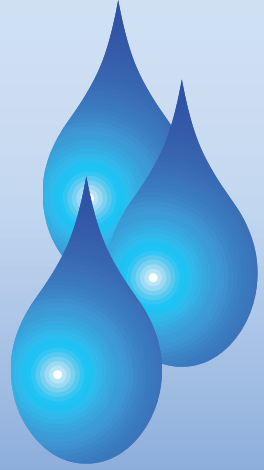
### BODY



The body is where the bulk of your main points and supporting information are located.

- Focus on the main points
- Support each main point with facts, evidence and reasons
- Use a variety of learning styles and interactive exercises to help emphasize each main point





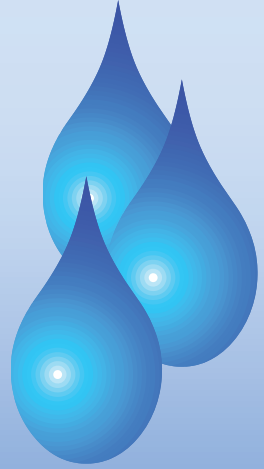
## CONCLUSION

### CONCLUSION



Provide the audience with a clear “take-home” message.

- Summarize the main points
- Incorporate a memorable closing or call for action
- Provide a list of resources or references
- Ask participants to fill out the evaluation form
- Allow time for questions and answers



# VISUAL AIDS AND SUPPORTIVE MATERIALS



**Flip Chart**



**White Board**



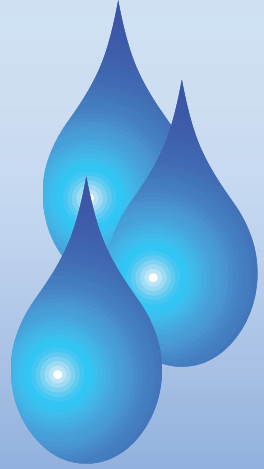
**Handouts**



**DVD/Video**



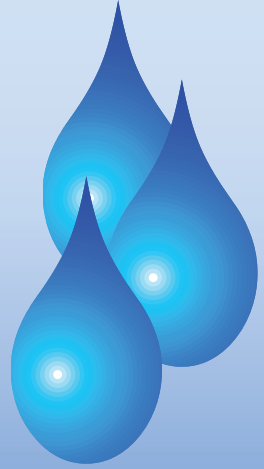
**Laptop and LCD Projector**



## VISUAL AIDS AND SUPPORTIVE MATERIALS

### **Tips:**

- Practice beforehand
- Do not obscure the screen
- Ensure all listeners can see the visual aid
- Talk to the audience – not the board or screen
- Have a backup plan just in case the equipment does not work
- Keep the layout simple and with minimum detail

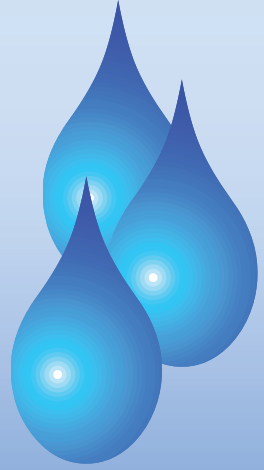


## QUESTIONS AND ANSWERS

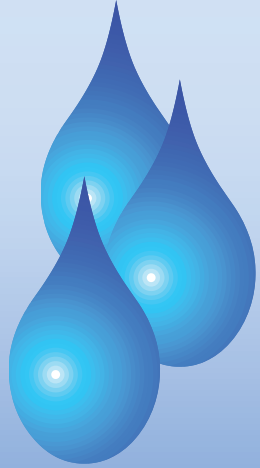


### **Tips:**

- Consider what questions may be asked and prepare the answer ahead of time
- Do not be afraid to say you do not know the answer to the question
- Always be polite when answering questions
- Allow the audience to answer some of the questions – this enhances their experience and allows knowledge sharing



**Questions**



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***Mobile: +91 98202 53945***