



Unit 5 – Etiquette and Ethics

Soft Skills Background:

- **Definition-** the transferable skills needed by an individual to make them “employable”
- Employers are not only looking for good technical understanding and subject knowledge; they are often looking for the development of an expertise, knowledge base or mindset that makes you more attractive as an employee. They often improve your performance, minimize errors and promote collaboration with your coworkers, enabling you to perform your role more effectively.
- Other names: employment skills, work-readiness skills or foundational skills
- Why are they useful- another job candidate may have the same qualifications and experience as you. Still, your advantage may come from a broader set of employability skills that are conveyed concisely and are particularly useful for that role.

Etiquette and Ethics Background:

- Have you ever been somewhere and thought to yourself, “I really wish that person had some manners.” or “Their handshake was a little rough; I need to teach my students not to do that”. This unit covers a variety of different etiquette and ethics both in a personal and work setting. Students will be challenged with reflection questions and hands-on scenarios in hopes of transforming them into well-mannered ethical individuals.

These lessons can take anywhere from 10-30 minutes. Use these outlines to fit your classroom style!

- If you have a student that prefers individual work over group work check out the individual work section after our categories that involve group work!

Journal or Self-Reflection Entry:

- Think about a public figure or person you know that you admire for their strong ethics and etiquette. This can be work or personal ethics they hold themselves to that you’d also like to possess. Write down who they are and the traits you admire. On the flip side think of someone you don’t want to look up to and their ethics and etiquette.

Teaching Guide

- **Definitions** – Have students fold a piece of paper down the middle to create two columns (hotdog style). On the left hand side have students write down words they think of when they hear the word ethics. On the Write hand side have students write words they think of when they hear etiquette. Afterwards, use the PowerPoint to go through each definition. Before sharing the definition that is on the PowerPoint have 1-3 students share what they wrote. These vocabulary words can be used throughout the lesson as a guide and extra resource.



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Workplace Ethics



Materials

- <https://www.indeed.com/hire/c/info/ethical-workplace> (Indeed.com)
- Research device
- Paper
- Writing utensil

Procedure

1. Have students write down three companies or organizations they would be interested in working for or that are popular.
2. Once students have figured out their top three, have them research each company/organization's code of ethics. This could also be labeled under values or morals. Have students write down what they find.
3. Ask students to then create their own code of ethics. This can be for their life or a code of ethics for a business they want to work for and stand by.

Additional Resources

- [Business Ethics: Definition, Types and Why Ethics Matter](#) (Indeed.com)

Workplace Etiquette



Materials

- [26 Office Etiquette Rules](#)
- Paper
- Writing utensil
- Coloring utensils

Procedure

1. Have students close their eyes and think of their dream workstation for their dream job. If they want to be a welder, have them imagine their dream welding booth and equipment. If they want to work in an office setting, what kind of computer, or desk do they want? If they want to be a farmer let them envision their dream tractor, or commodity. The point is for them to visualize and create their dream workstation.
2. While students have their eyes closed pass out a piece of blank paper, then instruct them to open their eyes and try their best to draw what they envisioned. (If technology works better for your classroom/teaching style use it instead!)
3. Once students have finished creating their perfect workspace, have them think about what it looks like to be the perfect coworker, with appropriate office etiquette. Students can either be creative and put these descriptors inside of their office supplies or create a list somewhere in their workspace. Students may use the [26 Office Etiquette Rules](#) article to come up with ideas.
4. Students can share their workplace ideas or just turn them in.
 - ★ You could also set up a mock workplace and have students demonstrate appropriate and inappropriate workplace etiquette.

Dining Etiquette

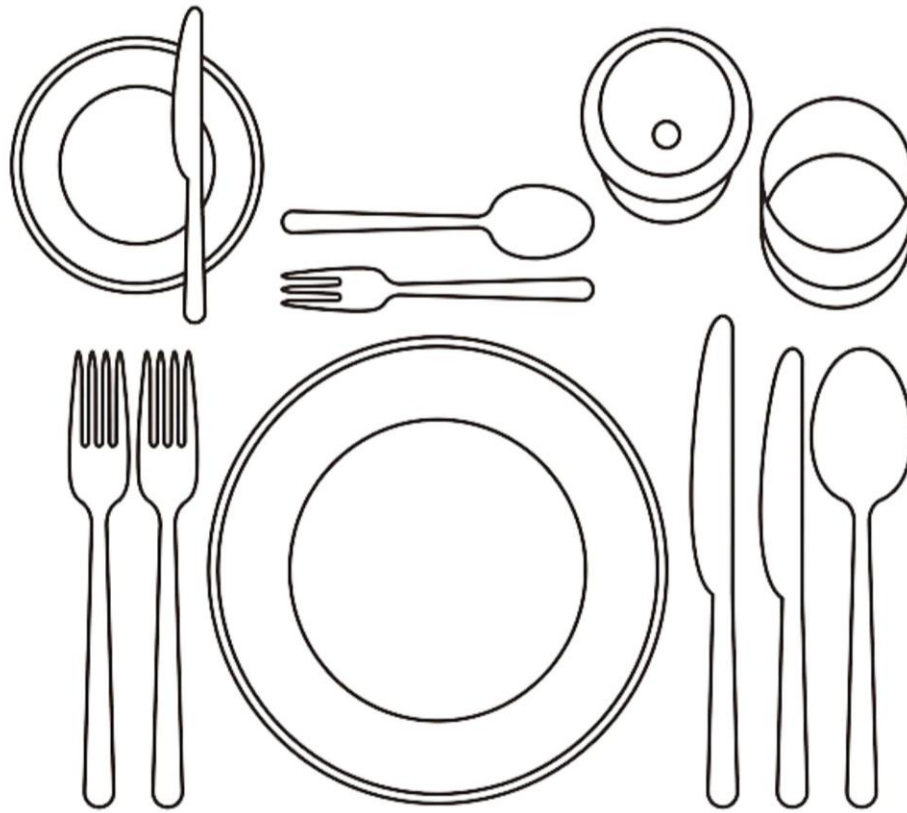


Materials

- [Dining etiquette](#) (Kent State University)
- Dining Etiquette PowerPoint
- Utensil Cutouts
- Mock Dinner Scenario Options
- Role Cards
- Scissors
- Writing utensil
- Paper

Procedure

1. Begin by going through the Knowledge Center Dining Etiquette PowerPoint. Students can be instructed to take notes during this time.
2. Once the PowerPoint is completed give each student a utensil cut-out. After cutting out the utensils, students should use their notes to correctly set up their table for the dining experience.
 - ★ Once one group cuts out the utensils you can store these and use them again, you could also use real/plastic utensils
3. Once the utensils are set up, assign each student a role card. These are the roles students shall assume while completing the mock dinner.



Additional Resources

- [How To Have a Successful Dinner Interview](#) (Indeed.com)

Mock Dinner Scenario Options

Your company is having a holiday party. It is at a local event center. They ask all employees and customers to attend and celebrate the holiday season together. Use your role card to act how you should in this scenario.

There will be an appetizer, meal and dessert.

Role Cards

CEO	Manager
COO	Manager
Waiter	Waiter
Employee	Employee
Employee	Employee
Employee	Employee
Customer	Customer
Customer	Customer

Additional etiquette and ethics



Materials

- Knowledge Center additional etiquette and ethics PowerPoint
- Research device
- Writing utensil
- Paper

Topics covered

- Social media
- Cultural etiquette
- Dress code
- Handshakes

Procedure

1. Go through the Knowledge Center's additional etiquette and ethics PowerPoint. There are two interactive activities placed within the PowerPoint (one during cultural etiquette and one during the handshake portion) Students can be instructed to take notes.

Additional Resources

- <https://www.careerbuilder.com/advice/6-ways-to-make-your-social-media-employerfriendly>
(Careerbuilder.com)
- <https://firstworkings.org/how-to-keep-your-social-media-professional-while-still-being-yourself/>
(Firstworkings.org)