



KITS WORK READINESS TOOLKIT

Module 4: Workplace Etiquette & Culture

Objective

To equip participants with essential professional skills including communication, productivity, emotional intelligence, and conflict management, so they can perform effectively and build positive workplace relationships.

Module 4: Workplace Etiquette & Culture

Facilitator / Participant Guide Note

Purpose:

This module can be completed independently. Follow the step-by-step guidance, complete worksheets honestly, and reflect on journaling prompts. Exercises are **practical and reflective**, designed to help you internalize workplace etiquette and culture even without a live facilitator.

How to Use This Module:

- Complete each worksheet fully, even if self-guided.
- Reflect on each journaling prompt thoughtfully.
- Revisit worksheets periodically to monitor personal growth.

Outcome:

Participants will develop the awareness, habits, and skills necessary to thrive in professional environments, communicate effectively, present themselves confidently, and build lasting professional relationships.

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1. Corporate Culture Adaptation

"Culture eats strategy for breakfast." – Peter Drucker

Learning Note:

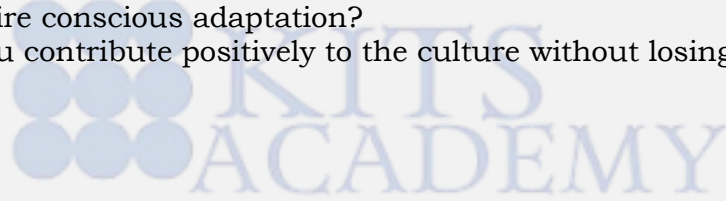
Understanding and adapting to your organization's culture is key to being effective, respected, and fulfilled. Culture includes unwritten rules, values, communication styles, and workplace norms.

Activity – Workplace Culture Mapping Worksheet:

Cultural Element	Observed in Workplace	How I Can Adapt	Example Behavior
Communication Style			
Decision-Making			
Collaboration			
Recognition / Rewards			

Reflection Prompts:

- Which cultural elements align with your personal values?
- Which require conscious adaptation?
- How can you contribute positively to the culture without losing authenticity?



2. Meeting Protocols, Presentations & Reporting

"It's not what you say, but how you show up that counts."

Learning Note:

Professional communication in meetings and reports ensures clarity, credibility, and respect. Preparation, active participation, and structured reporting are essential skills.

Activity – Meeting & Presentation Self-Checklist:

Task	Done (✓)	Notes / Improvement
Arrive on time		
Prepare agenda or talking points		
Present ideas clearly and concisely		
Follow up with action items / report		
Actively listen and engage		

Reflection Prompt:

- What aspect of my meeting behavior needs improvement?
- How can I make my next presentation or report more professional?



3. Professional Attire & Demeanor

"Dress for the job you want, not the job you have." – Austin Kleon

Learning Note:

Professional attire and demeanor convey respect, credibility, and attention to detail. Simple habits like punctuality, polite greetings, and confident body language have a significant impact.

Activity – Professional Presence Checklist:

Element	Current Practice	Improvement Steps
Dress / Grooming		
Body Language		
Greetings / Introductions		
Tone of Voice		
Punctuality		

Reflection Prompt:

- Which small change in appearance or behavior could improve my professional presence?
- How do others perceive my professionalism currently?



4. Networking & Mentorship Strategies

"Your network is your net worth." – Porter Gale

Learning Note:

Building meaningful professional relationships opens doors to growth, mentorship, and career opportunities. Networking is about giving value, learning, and maintaining authentic connections.

Activity – Networking & Mentorship Plan Worksheet:

Contact / Mentor	Relationship Goal	Action Steps	Follow-Up Date

Reflection Prompt:

- Who in my current network can I approach for guidance?
- What value can I offer before asking for support?
- How will I maintain meaningful professional connections?

Journaling Prompt:

"Describe a networking experience or mentorship moment you aspire to achieve. How will you approach it?"

5. Wrap-Up & Reflection

Key Takeaways:

- Understand and adapt to corporate culture
- Conduct yourself professionally in meetings, presentations, and reports
- Develop a polished professional presence and demeanor
- Build meaningful networks and mentorship relationships

Action Steps:

1. Apply one cultural adaptation insight in your daily work.
2. Track your next meeting or presentation and assess professional improvements.
3. Identify one mentor or network contact and plan a meaningful engagement.

