

# Employee Assistance Program *Tip Sheet*

## Building Positive Professional Relationships



Good manners and professional etiquette are important tools for success in any work environment. At their core, they're rooted in common sense, respect, and consideration for others. Treating colleagues, clients, and partners with courtesy, regardless of position, fosters trust, enhances collaboration, and helps build a healthy workplace culture.



Whether it's greeting people with a smile, being punctual, or practicing active listening, small gestures go a long way. Clear communication, maintaining confidentiality, and showing appreciation all contribute to stronger professional relationships and a more positive work environment.

According to the American Psychological Association, respectful workplaces reduce stress, improve mental health, and increase engagement and job satisfaction.

Here are a few practical tips to reinforce good business etiquette:

- **Acknowledgement** – A simple “hello” or “thank you” shows respect.
- **Avoid Multitasking** – During meetings, give your full attention. Checking emails or phones can appear disengaged or dismissive to others.
- **Listen Actively** – Avoid interrupting and show you're engaged.
- **Respect Personal Space and Boundaries** – Maintain a comfortable physical and conversational distance. Be mindful of body language and avoid overly personal questions in professional settings.
- **Discretion** – Be mindful of what you share, both verbally and digitally. Avoid gossip and respect confidentiality in both casual and formal settings.
- **Equal Courtesy** – Treat every person, regardless of title or role, with the same level of respect and attentiveness.

Practicing consistent business etiquette fosters cooperation and enhances your professional reputation. If you're facing workplace stress or interpersonal challenges, your Employee Assistance Program (EAP) is here to help with confidential support and resources.

Source: American Psychological Association: <https://www.apa.org/topics/workplace>

**24/7/365 PHONE:**  
1.833.539.7285

**WEBSITE:**  
SOWI.MyLifeExpert.com  
**CODE:** SOWI



Scan this QR code using your phone camera to go directly to the EAP website



The contents of this article and referenced websites, such as text, graphics, images, and other material contained on the site are for informational purposes only. The content is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. Reliance on any information provided by these websites is solely at your own risk. Acentra™ Health is not responsible for the contents of any “off-site” web page referenced from this server. Acentra Health. All rights reserved.