



THE SUCCESSFUL PROFESSIONAL WITH PATRICIA HADDOCK

WORKSHOPS, CONSULTING & INFORMATION FOR BOTTOM-LINE RESULTS

COURTESY ASSESSMENT

Demonstrating courtesy is a mark of professionalism. It makes work – and life – easier for you and others. **Review each action and evaluate how often you demonstrate it.**

	Often	Sometimes	Seldom
I use the words “please,” “thank you,” “excuse me,” and “may I.”			
I express appreciation and give people credit for what they do.			
I respond to requests and invitations graciously and promptly.			
I am prompt and arrive on time for meetings and appointments.			
I honor my commitments.			
I communicate assertively and courteously.			
I project a pleasant, approachable attitude.			
I am considerate of the people in workspaces around me.			
I take initiative to make other people feel comfortable.			
I respect other’s opinions and viewpoints.			
I refrain from making judgmental or critical comments.			
I demonstrate good listening skills.			
I am gracious and polite with difficult people.			
I control my emotions.			
I make requests, rather than give orders.			
I practice good hygiene at work			
I practice good manners with everyone.			
I act and dress professionally.			
I communicate a professional image.			
I avoid profanity in the workplace.			
I keep personal problems out of the office.			
I avoid office gossip.			

Review your answers. Any “Sometimes” or “Seldom” responses indicate areas where you need to demonstrate greater civility. Choose one of those areas and decide how you will improve it.

Contact us for information about bringing our workshop [*Building Effective Workplace Relationships*](#) into your workplace.