

Tim O'Farrell Painters

Competencies in Detail

Sound work etiquette:

What is it and why?

Work etiquette is a code that governs the expectations of social behaviour in a workplace. Work etiquette tells the individual how to behave when dealing with situations in a working environment, no matter how trivial the situation is (from Wikipedia, the free encyclopedia). We are **Professional Painters**; that is, we derive an income from our trade. From whom and how we derive that income is at the core of our work etiquette.

At **Tim O'Farrell Painters**, work etiquette means:

- having respect for our clients and their property by treating them with respect
- treating people with courtesy, including co-workers
- remembering that a client's house is a non-smoking area
- work boots are to be free of debris/mud when entering or working in a client's house
- you don't make yourself at home – you're there to paint and nothing more
- during the day and at the end of the day, ensuring all painting products are stored safely and all rubbish is removed or placed in appropriate containers
- ensuring your personal hygiene is not offensive to the client or fellow workers.

Having '**sound**' work etiquette means not having to be reminded of these requirements all the time.

Ability to plan:

This means to have foresight – knowing what needs to be done at any one time in order to have continuation in workflow, and being able to think/plan ahead. Planning makes time efficient. Arriving on time for work is a good starting point.

Communication skills:

Having good communications skills involves:

Courteousness: A person should always be courteous while speaking to anyone in the workplace.

Precision: We all like to share a story at work, but primarily, workplace communication is borne out of necessity and should be precise and to the point – keep it short and meaningful.

Language: One should never use any slang terms while at work. Business communication should be crisp and clear so that everyone understands what you're saying. This includes not using inappropriate language at the client's house.

Low speaking volume: There is no need to shout in order to be heard.

Clarity: It's essential to ensure that the person you are speaking with has completely understood what you have said. Don't rush your words; keep it clear and to the point.

Listen to others: People think of effective communication as a one-way process, but it involves a sender and a receiver. It is very important to also be a good listener and not just a good talker.

Pride in your work:

No matter what kind of job you do, it is important to someone. It should also be important to you. The way you do your job says a lot about who you are – it means not only that you've managed to do your job but also that you've done it to a standard that you would at least expect on your own property.