



PURPLEiNK
resources, for humans

Professional Etiquette in a Hybrid Digital Workplace

JoDee Curtis, CSP, SHRM-SCP, CPA

Professionalism Matters...

EVERYWHERE!

Why Professionalism & Business Etiquette Matter

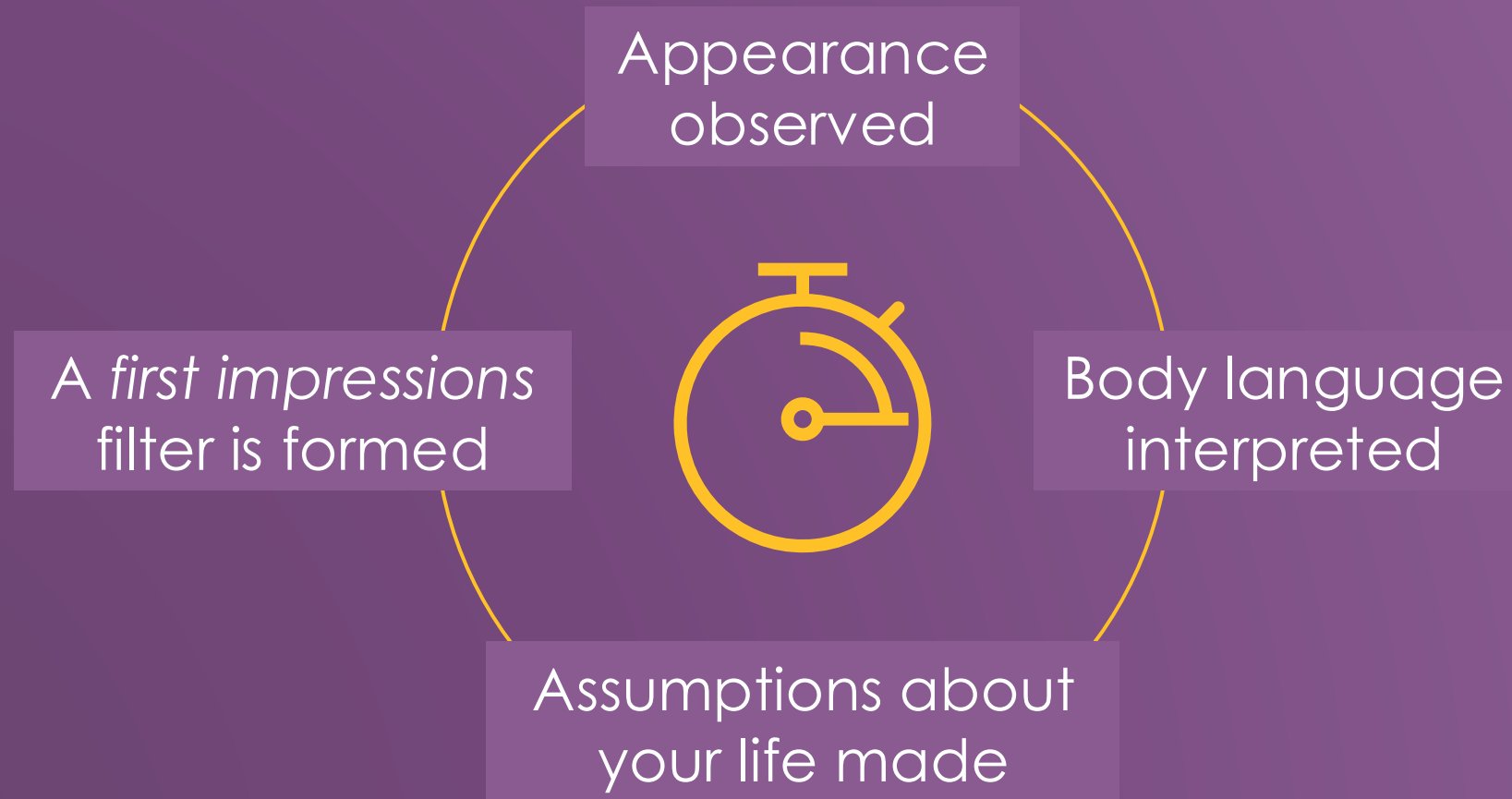
Becoming a Trusted Advisor

How long does it
take to make a
first impression?

7 seconds



What Happens in those **7 Seconds** ?



First Impression Non-Negotiables

1. Be on time
2. Dress respectfully
3. Be polite and considerate
4. Send a thank you note

**You are always communicating...
even when you are not speaking!**

Meeting Etiquette

Before the Meeting



- RSVP
- Be prepared
- Be on time
- Silence your phone
- Have a positive attitude
- Listen actively

Meeting Etiquette

During the Meeting



- Don't eat
- Avoid nervous habits
- Don't interrupt
- Offer your business card
- Say thanks!
- Follow through on assigned action items

Virtual Meeting Etiquette



1. Do pre-meeting checks
2. Be on time
3. Consider dress
4. Mute self when not speaking
5. Keep Video On
6. Stay engaged
7. Communicate clearly
8. Respect turn-taking
9. Follow-up



Hybrid Reality Check

1. Call on voices intentionally
2. Narrate what's happening in the room
3. Eliminate side conversations
4. Pause more than feels natural
5. Use names to create entry points
6. Check for alignment before moving on





Common Mistakes with Hybrid Meetings

- Prioritizing in-room voices over remote participants
- Making decisions before remote input is heard
- Overlooking chat & nonverbal cues
- Mistaking silence for agreement or disengagement
- Rushing past inclusive participation

Which channel is best to deliver the following messages?

- Performance issue
- Quick question
- Documentation
- Non-urgent but important



Slack/Teams

Email

Meeting/Call

Choosing the Right Channel

Chat (Slack/Teams)

- Quick questions
- Fast updates
- Low complexity
- Low emotion

Email

- Documentation
- Clarity and structure
- External communication
- Non-urgent but important

Meeting / Call

- Nuance
- Feedback
- Alignments
- Anything emotional or complex

Intent vs. Impact

Intent lives with you

Impact lives with them

1. Good intent \neq positive impact
2. Defensiveness delays trust
3. Ownership accelerates credibility

Generation & Communication

1. Different generations define professionalism differently
2. Formality vs. familiarity
3. Speed expectations vary
4. Technology comfort shapes communication style
5. Misalignment is often misinterpretation
6. Adaptability signals emotional intelligence

Best Practices



Curiosity



Explicit preferences



Flex style



Shared norms



Add context



Feedback as a bridge



Don't personalize differences



Model "good"

**Generational gaps in communication
aren't about age.
They're about expectations**

Reflection

What's one communication habit that works really well for you and one that frustrates you?



Culture of Communication



Culture of Communication

Hybrid challenge:

Some participants will not jump in—even if invited generally.

Power Distance (Hierarchy)

High power distance cultures:

- Defer to authority
- Less likely to speak up or challenge

Low power distance cultures:

- Expect open dialogue
- More comfortable questioning ideas



Culture of Communication

Hybrid challenge:

Chat tools often default to casual, feeling disrespectful to some.

Formality vs. Informality

Some value:

- Titles, structured greetings, formal tone

Others value:

- First names, quick exchanges casual tone

Culture of Communication

Hybrid challenge:

Direct messages
can feel harsh.
Indirect messages
can feel unclear.

Direct vs. Indirect

Some value:

- Clarity, efficiency, getting to the point

Others value:

- Harmony, relationship, context



Culture of Communication

Hybrid challenge:

Fast responders may seem rushed.
Slow responders may seem disengaged.

Time & Responsiveness

Some prioritize:

- Speed & immediacy

Others prioritize:

- Thoughtfulness & completeness



Culture of Communication

Hybrid challenge:

Higher risk of misunderstanding

Non-Verbal Communication

- Eye contact, tone, pauses, facial expressions all vary culturally
- Cameras off = limited cues
- Silence means different things

**In today's workplace,
your reputation isn't built
in big moments.**

**It's built in the small ones
you don't think matter.**



Wrap Up

Starting today, what is one thing you will do differently to be more intentional in how you show up?



Recruiting



HR Consulting



Outplacement



**Outsourced/
Fractional HR**



Training



Coaching



Purple Ink E-Newsletter



the JoyPowered[®] WORKSPACE





JoDee Curtis, CSP, SHRM-SCP, CPA

Maximizer | Arranger | Positivity | Strategic | Futuristic



www.purpleinkllc.com



jodee@purpleinkllc.com



[www.linkedin.com/
company/purple-ink-llc](http://www.linkedin.com/company/purple-ink-llc)