

SOP: Standard Greeting and Communication Protocols

Objective:

This SOP defines **standard greeting and communication protocols** to ensure consistent, professional, and respectful interactions within the organization. It covers proper ways to greet colleagues, clients, and visitors, appropriate verbal and non-verbal communication methods, tone and language standards, and guidelines for handling difficult conversations. The objective is to foster effective communication, enhance workplace relationships, and maintain a positive organizational image.

1. Scope

This procedure applies to all employees, contractors, and representatives communicating within or on behalf of the organization.

2. Standard Greeting Protocols

- **Colleagues:** Greet with a polite “Good morning/afternoon/evening” and, when appropriate, use the person's name.
- **Clients/Visitors:** Stand and greet with a smile, say “Welcome to [Organization Name], how may I assist you?”
- **Remote Communication:** Begin emails or calls with a courteous greeting and close with an appropriate sign-off (“Kind regards”, “Best regards”, etc.).

3. Verbal and Non-Verbal Communication

- **Verbal:** Speak clearly, use respectful language, and listen actively.
- **Non-Verbal:** Maintain eye contact, use positive body language (smile, nod), and respect personal space.

4. Tone and Language Standards

- Use positive, inclusive, and professional language at all times.
- Avoid slang, jargon, or any language that could be considered offensive or inappropriate.
- In written communication, proofread for tone and clarity.

5. Handling Difficult Conversations

- Stay calm, objective, and empathetic.
- Listen without interruption and clarify points when necessary.
- Address the issue directly without assigning blame. Offer solutions and document the discussion when required.

6. Responsibilities

Role	Responsibility
All Employees	Adhere to the greeting and communication protocols at all times.
Supervisors/Managers	Model appropriate behavior and provide guidance or correction when protocols are not followed.
HR/Training	Facilitate training and address protocol-related concerns.

7. Review and Improvement

This SOP should be reviewed annually and updated as necessary to ensure ongoing relevance and effectiveness.

8. References

- Employee Handbook
- Code of Conduct

- Customer Service Guidelines