

Business Etiquette

Introduction To Business Etiquette

Business Etiquette

First Impressions

First Impressions Create Enduring Impressions

People Make Character Judgments In the First Few Moments of Meeting Someone

Your Knowledge of Business Etiquette Increases Your Self-Confidence

Human Nature Shows That If You Have a Bad First Impression – You're Probably Done, In That Person's Eyes

Business Etiquette

Basic Tips To *Always* Remember

Do Not Respond To Rudeness With Rudeness, Always 'Rise Above It'

By Treating Others With Respect and Dignity You Create a Win-Win Situation For All Parties

Etiquette Means Making Others Feel Comfortable About You — Using Common Sense

Business Etiquette

Rules of Business Introductions

Look At Each Person As You Say His / Her Name

Business Introductions Are Done By Rank, Gender Is Not a Distinction

Always Stand For Introductions

Clients Are Considered More Important Than Anyone In Your Organization Or Company

The Most Important Person's Name Is Mentioned First

Business Etiquette

Greetings & Physical Contact

Stay On the Formal Side, Greet With a Firm Handshake and Smile

Body Contact Beyond Handshakes Is Inappropriate In Any Business Environment

Ways To Ward Off the Social Hug Or Other Physical Contact

Business Etiquette

Body Language

Face-To-Face Communication is:

- 58% Body Language
- 35% Tone of Voice
- 7% Actual Words Used

Your Body Does Not Know How To Lie (If You Are Uncomfortable – It Will Show)

The Human Face Can Make As Many As 250K Expressions

Smirking, Groaning, Grunting Is Not Good

Business Etiquette

The Eyes Have It

Culture and Customs of Eye Contact

The Power of Unspoken Messages

Your Eyes Say "I Am Listening"

Expressions Project Confidence

Rolling Of The Eyes Is Never Acceptable

Business Etiquette

Conversational Skills

The Most Important Part of a Good Conversation Is 'Listening'

Ask Questions

Have Direct Eye Contact

Respond and Contribute, "I Understand,"
"How Interesting," "Please Tell Me More" ...

Mentally Stay On Track

Business Etiquette

The Fine Art Of Communication

Why Is Small Talk Important?

Be Well Informed

Use Open Ended Statements

Be Curious

Good Topics & Bad Topics

The Conversational Faux Pas & Rescuers

Never Bud In And Interject Unless Asked To

Business Dining

Business Mealtime Do's

Make a Positive Lasting Impression

Mind Your Table Manners

Do Take Small Bites

Have Perfect Posture

Handle Problems Discreetly

Keep Your Voice Low and Pleasant

Eat Not Too Slow or Too Fast

Be an "Active" Listener

Follow Up

Business Dining

Business Mealtime Don'ts

No Cell Phone Use

No Controversial Topics at the Table

Never Talk With Food In Your Mouth

Do Not Order Challenging Foods

Do Not Fidget

No Elbows On the Table

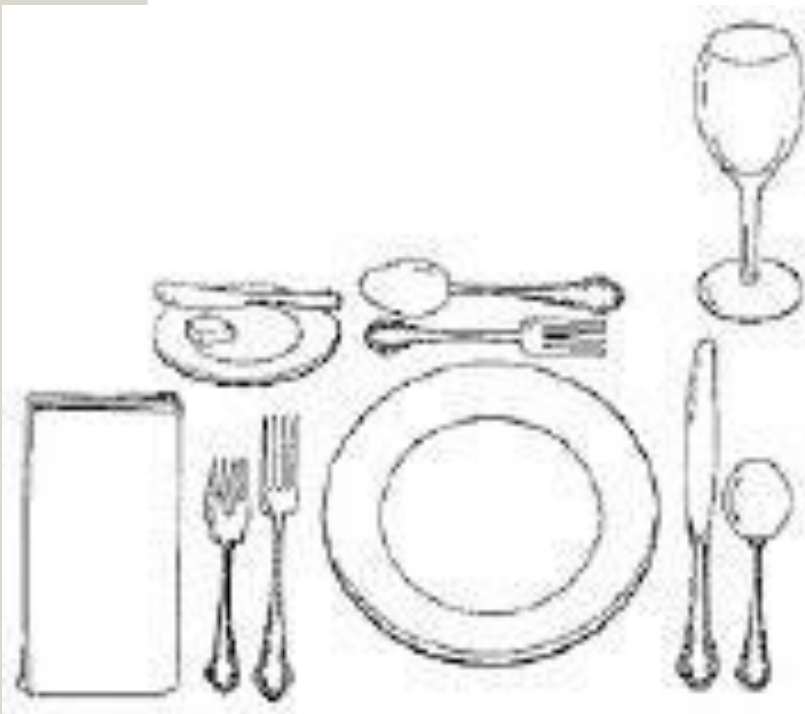
Do Not Constantly Look At Your Watch

Do Not Look Pre-Occupied

Don't Tuck That Napkin In!

Dining Etiquette

The Basic Table Setting



Dining Etiquette

The Place Setting - Two Important Rules To *Always Remember*

- 1) Solids Are On the Left and Liquids Are On the Right
- 2) Start With the Utensils On the Outside and Work Your Way In Toward the Plate

Dining Etiquette

Impressive Table Manners

Perfect Posture, Handbags, Sunglasses, Keys...

Napkin Use

When To Begin Eating

Holding Your Utensils

Cutting Your Food

Leaving the Table

Dining Mishaps & Dilemmas

Dealing With Difficult Food

Dining Etiquette

Dining Hints & Tips

Do Not Season Your Food Before Tasting It

Never Blow On Your Food

Do Not Push Your Plate Away From You
When Finished

If You Drop A Utensil - Do Not Pick It Up!

Do Not Place A Used Utensil Back On The
Table

Dining Etiquette

Concluding Remarks

"Polite Behavior At The Table Not Only Makes Dining More Enjoyable... It Also Gives You A Competitive Edge In Business. When You Are Confident Of Your Manners, You Are A More Relaxed, Savvy, And Polished Representative Of Your Company" — Sue Fox

General Business Etiquette

Business Cards

Properly Presenting Your
Business Card Is A Must

When Handed A Business
Card Read It Thoroughly

Acknowledge the Person's
Company

Express Your Sincere
Gratitude



General Business Etiquette

Telephone Skills

Voicemail and Answering Machines

Answer Phones Promptly

Treat Every Call Importantly

Always Begin By Introducing Yourself and Company

Make Sure Your Voice Excludes Strength

Assist the Caller Or Take An Accurate Message

Avoid Certain Phrases

Do Not Give Personal Information

General Business Etiquette

Electronic Communication

Identify Yourself and Subject

Be Respectful, Use Greetings and Salutations

Avoid Using "Urgent" Unless Necessary

Use Humor With Care

Control Your Emotions

Use Symbols and Caps Sparingly

Be Sensitive To Other Recipients

Do Not Use Jargon or Slang (i.e., LOL)

General Business Etiquette

Written Communications

Written Correspondence Is Like An Introduction—
Make Certain You Make A Good Impression

Business Stationary, Business Cards, and Formal
Invitations

The Five W's: Who, What, Where, When, & Why
Business-To-Business Or Social-To-Social

Use Titles

Thank You Notes

Do Not Use Abbreviations or Casual Language

General Business Etiquette

Mix & Mingle with Ease

Act According To the Event

Know What You Want To Accomplish

Develop Various Ways To Start Conversations

Don't Be Afraid To Approach People

Try To Spend No More Than 10 Minutes With Each Person

Be Positive, Friendly, Enthusiastic and Have Fun!

Listen More Than You Talk

Exchange Business Cards

Expand Your Horizons And Mingle!

General Business Etiquette

Cocktail Etiquette & Company Parties

Graciously Attend

Nothing Kills A Career More Than Improper Behavior At Company Events

Don't Look Like The Lounge Lizard Overindulging In Food & Alcohol Just Because They Are Readily Available

Know Whether It Is Ok To Arrive Fashionably Late

Know The Best Time To Make Your Exit

Take Advantage Of Networking Opportunities

Know How To Stand, Walk, Talk, Eat & Drink