

Business Etiquette

... and **PIE**

Enhancing your power and credibility through business savvy

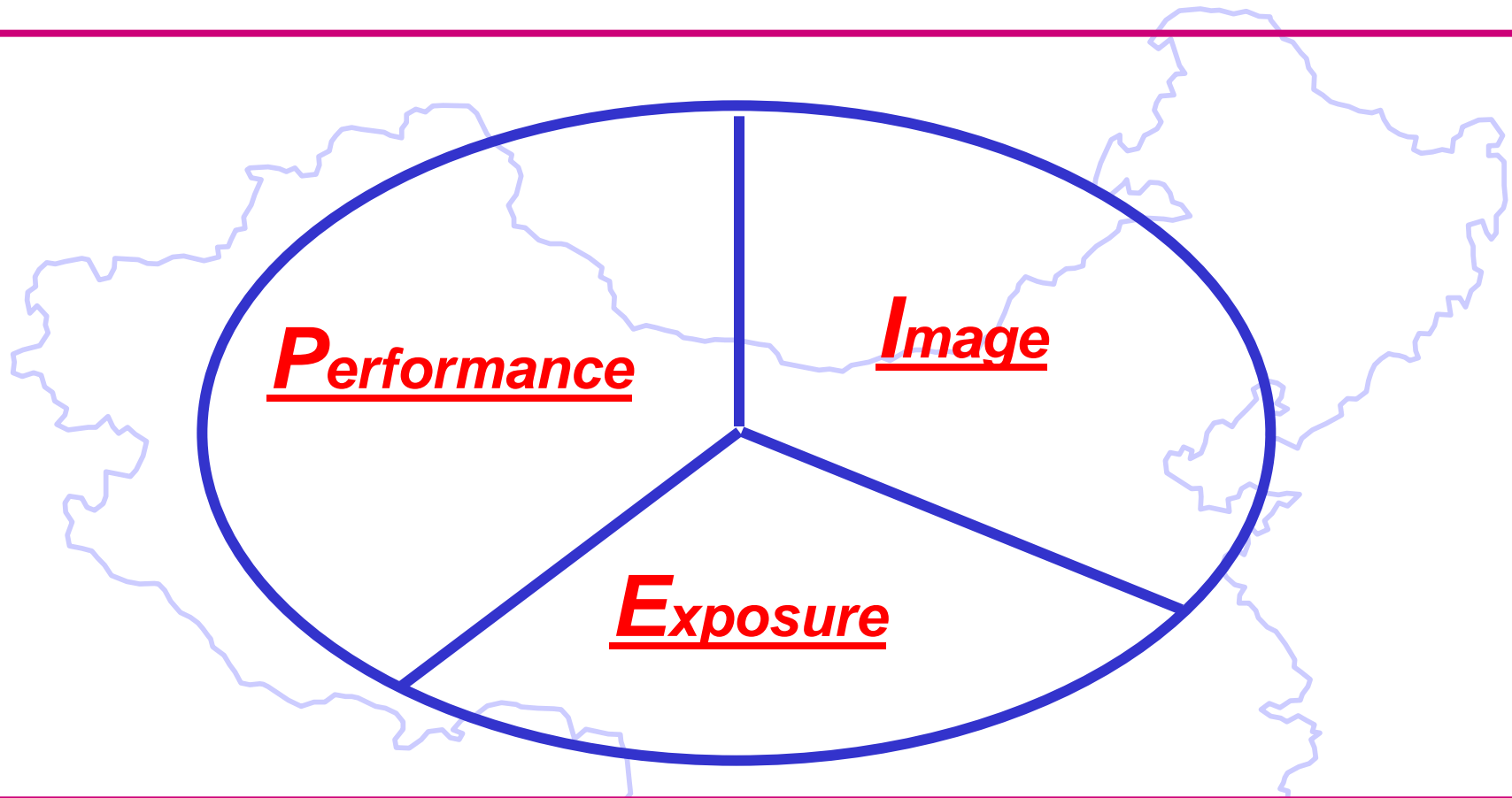
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imagination at work





Solid performance is the price for getting in the door. Your image dictates how people respond to you and exposure determines what considerations are made.

You want to be in control of your own

Perception is Reality

They decide, often quickly,

- what you are capable of doing.
- who you are.
- what you are like.



You often only have a snapshot.

. . . Make sure that you are dressed for the picture.

We Present Ourselves Both Verbally and Nonverbally



Non-verbals, Presenting Yourself

What does your attire say about you?



- A. Clothes
- B. Jewelry
- C. Makeup
- D. Piercings
- E. Exposed Tattoos



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CASUALTY



Business Casual

Business casual isn't weekend wear

Over dressing is better than under dressing

Makeup & jewelry - less is more

Neatness & cleanliness count

Arms, toes, necklines, well manicured fingernails

**Make sure
your
casual dress
says that
You mean
business**

Impeccable dress isn't an accident

- First impressions are made in 60 seconds.
- Most companies are fairly conservative.
- Can't always follow the leader
- Neatness counts, press clothes
- Avoid the obvious –
“Sex in the City” type dress



Dress as though you hold a position higher than you do

First Impression Tips

- The Handshake - web to web
- Restate their name and REMEMBER it
- Express Gratitude - show courtesy & respect
- Self-Confidence and Poise
- Treat everyone you meet like Royalty



Business Introductions

- Stand up straight
- Use of titles
- Voice quality, tone, pace, volume
- Smile in voice
- Carry padfolio, nice pen



Good Manners During Meeting

- Be on time
- Be Prepared
- Give the speaker your full attention
- Be engaged and Look engaged
- Don't hog the airtime



Office Etiquette

Phone etiquette

- Cell phone

- Voicemail

- Speaker phone

- Responsiveness

Be careful with:

- Gum chewing

- Eating

- Chewing ice

- Throat clearing

- Coughing/sneezing

Political correctness



E-Mail Etiquette

- Personalize the message and be aware of your tone
- Be concise – avoid long sentences
- Read, Read, Read aloud
- Be prudent
- Don't use all caps
- Always use the Subject Line
- Grammar is very important & no typos



Art of Working a Room

- Overcoming Mingle-phobia
- Attend networking events
- Business conversation: small talk, medium talk, and knowing when not to talk.
- Active Listening
- Eye contact is a must
- Never use foul language
- Read your audience
- Listen more than you speak

Table Manner Tips

- Business Luncheons are a good opportunity to demonstrate respect and gain credibility
- Avoid foods that are difficult to eat gracefully
- Don't order the most expensive item
- Placement of Silverware, rule of napkins
- Item positioning- BMW
- Always push in your chair when you leave.

Etiquette is All About ...

- Respect and leadership
- Taking the time to put people at ease
- Evaluating other's needs and intentions. Be outwardly centered.
- Thinking before you act
- Treating others how you'd like to be treated
- Send a thank you note/message when appropriate
- There's no such thing as a vacation from good manners

Good manners are critical for advancing your career in business

Etiquette Basics

- Do more than other expect, show initiative and over deliver
- The Disney approach – under promise and over deliver
- Be friendly – take the initiative, speak first
- Don't air personal problems in public
- Socializing is good, but manage time wisely
- Be on time – lateness shows disrespect

Etiquette Basics

- Come up with solutions before taking an idea upward
- Take on challenging tasks positively
- Congratulate the accomplishments of others
- Don't be in too big a hurry to advance, add as much value as possible where you are first
- Don't whine, always be positive and enthusiastic