



# Building Successful Relationships

An Emily Post  
Business Etiquette Seminar

DATE



# "Welcome"

It is my pleasure to be here with  
you today.

# Agenda



■ Welcome, Introduction	8:30-8:45
■ Why Business Etiquette	8:45-9:00
■ What Is Etiquette?	9:00-9:20
■ Difficult Situations	9:20-10:00
■ Break	10:00-10:15
■ Communications	10:15-10:45
■ Enhancing Your Image	10:45-11:05
■ Introductions	11:05-11:15
■ Business Social	11:15-11:45
■ Dining Etiquette	11:45-12:15
■ Break	12:15-12:30
■ Lunch and Dining Etiquette	12:30-1:40
■ The 24/7 Professional	1:40-1:50
■ Close and Evaluation	1:50-2:00



**Maximize** the opportunity for  
your **individual** success.

**Maximize** the opportunity for  
**organization's** success.



# Two Concepts



Yap! Yap! Yap!  
Yap! Yap! Yap!



It's not just **if** you decide to do it,  
it's **HOW** you decide to do it  
that matters.



- On a frequent or occasional basis, do you encounter people using their cell phones rudely? **89%**
- Have you used your cell phone in a loud or annoying manner in the past few months? **8%**



- It's easier to see **rudeness in others** than in yourself.
- Rudeness **isn't** always **intentional**.





- **PERSPECTIVE** matters.
- The **HOW** matters.



- Think Before Acting
- Make Choices That Build Relationships
- Do It Sincerely
  - Believable
  - Genuine
  - Confident



It's been a difficult week. Finally, you get home, and in an email you vent to a friend/co-worker about your boss. The next day you realize your friend/co-worker has sent you and everyone else in your office, including your boss, a reply.

1. Have your friend send a message telling people to delete his message without reading it.
2. Start work on your resume.
3. Ask to talk to your boss as soon as she comes into the office.