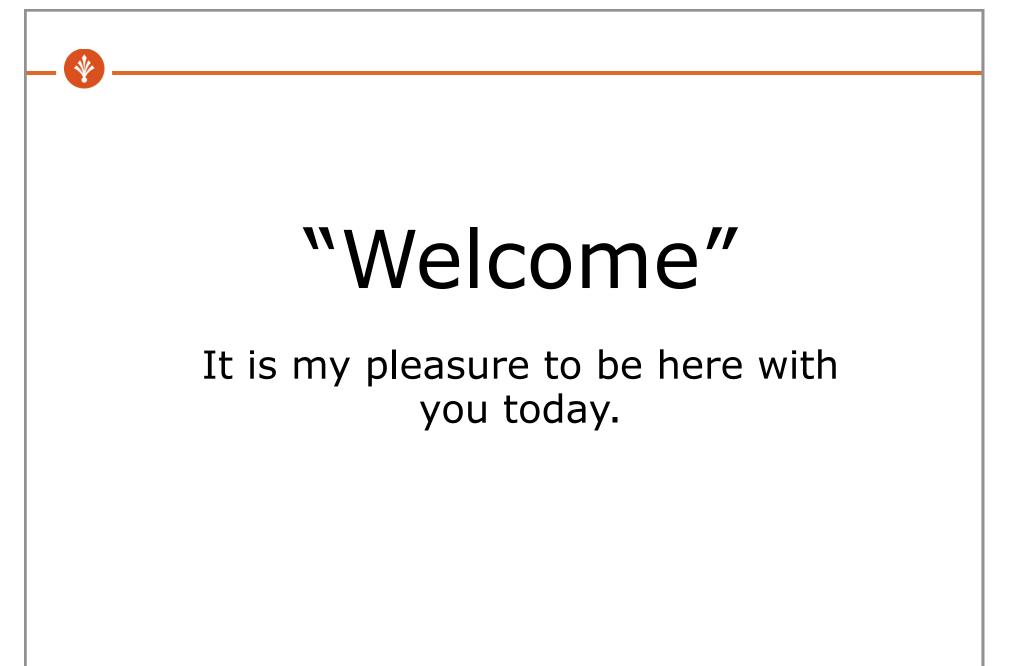
Building Successful Relationships

An Emily Post Business Etiquette Seminar

DATE







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

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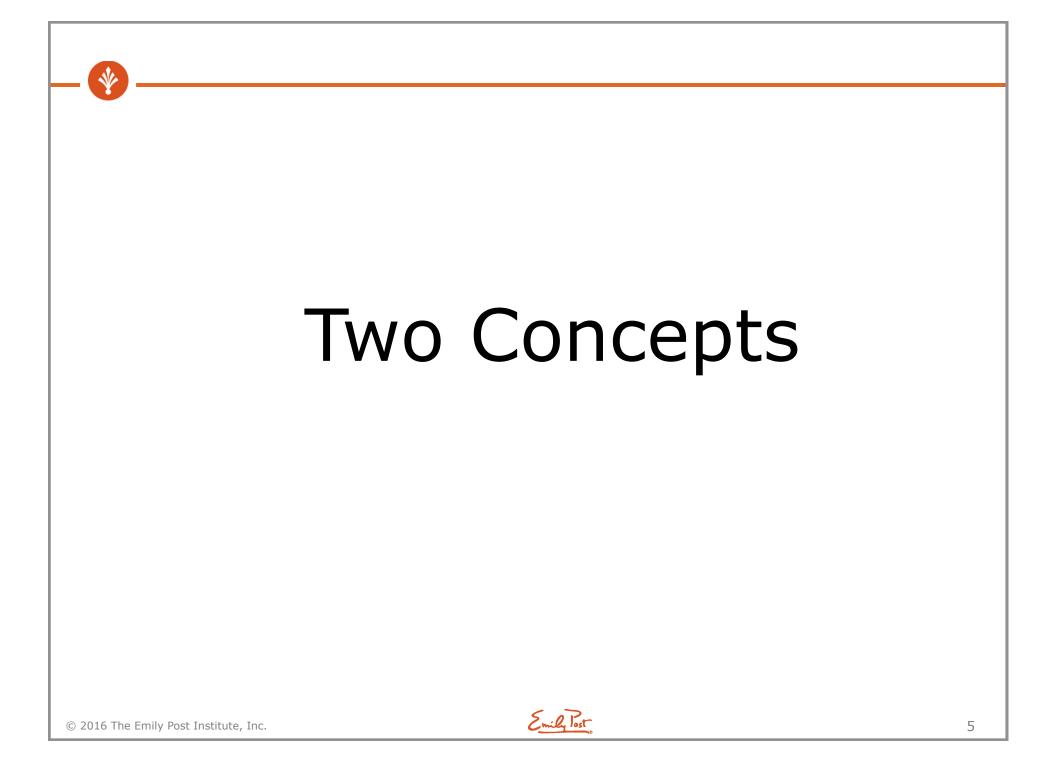


Why Business Etiquette?

Maximize the opportunity for your individual success.

Maximize the opportunity for organization's success.





Bruno





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



AP/IPSOS Manners Poll

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



Etiquette Quiz

It's been a difficult week. Finally, you get home, and in an email you vent to a friend/coworker 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.

