

the office professional
interactive audio conference

PRESENTED BY

**The Office
Professional**

Business Etiquette

A 60-Minute Interactive Audio Conference
Wednesday, March 30, 2011

with **Louise Fox**

Need to report a problem
with the conference
materials or a phone
connection issue?
Contact us at 888-303-2373
or opsubs@mcmurry.com.



*Did you miss out on
an audio conference?
No problem!*

All of our audio conferences are available
on CD. For a complete listing visit
www.theofficeprofessional.com.

Welcome

Ihrer Willcomen

Bien Venue



Khush Amadeed

Bienvenidos

Huan Ying

Youkoso

Swagat

**What is your Personal Brand?
What do your colleagues think of you?**

WIIFM?

15%-85%



Startling Statistics

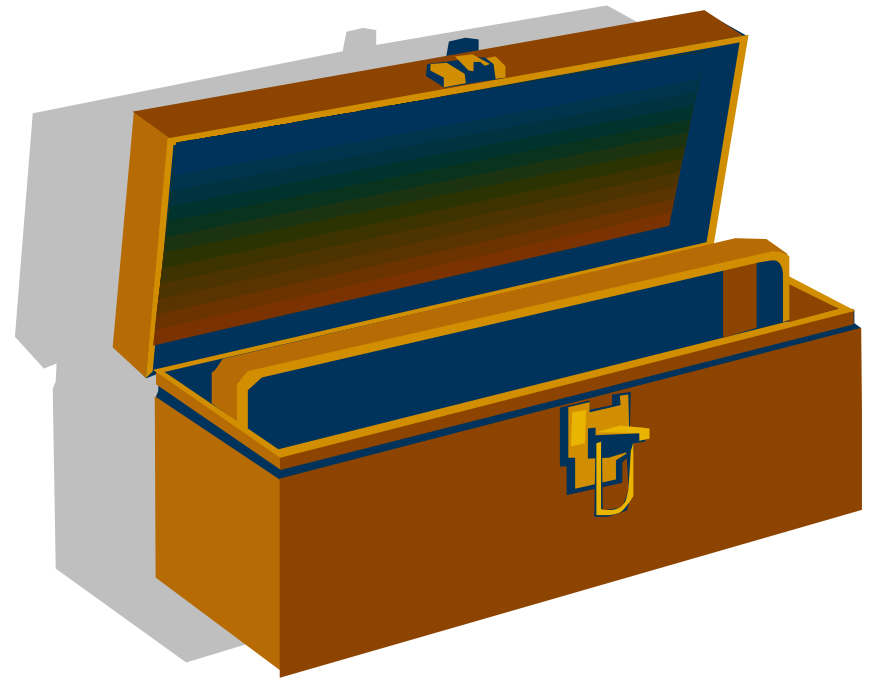
Business Etiquette

Putting to work in business those social intelligence skills that give us the confidence to handle people and situations with tact, diplomacy and respect.



- **Misuse of technology**
- **Disregard of others time**
- **The casual casualty**
- **Inappropriate language or humour**
- **Ignoring common courtesies**
- **Failing to greet someone appropriately**
- **Poor listening skills**
- **Disregard of shared space**
- **Taking credit**
- **Poor table manners**

- **Social intelligence**
- **Professional presence**
- **3 R's**
- **Communication skills**
- **Positive attitude**
- **Mingle ability**
- **Office Intelligence**
- **Cultural awareness**



**Strategic social
competencies....**

....S.P.A.C.E.....

**The ability to get
along with others
and get them to
cooperate with
you.**



What drives it?



C...I...R...C...L...E

**Courtesy, Integrity, Respect, Confidence,
Leadership and Empathy**

- **Be on time**
- **Package yourself as a professional**
- **Present yourself as a professional**
- **Use positive respectful language**
- **Master your mingle-ability**
- **Master your virtual presence**
- **Be consistent and authentic**

- **Physical appearance and grooming**
- **Your body language**
- **Tone of your voice**
- **Your choice of words**
- **Energy and confidence**



What do they say about you?



Debralee Lorenzana

What do you think?



Key Points:

- **Keep it conservative**
- **Dress for the job you want**
- **Represent your company**
- **Clean from the bottom up**
- **Hand low, hand high**
- **Time of day**
- **Business casual**

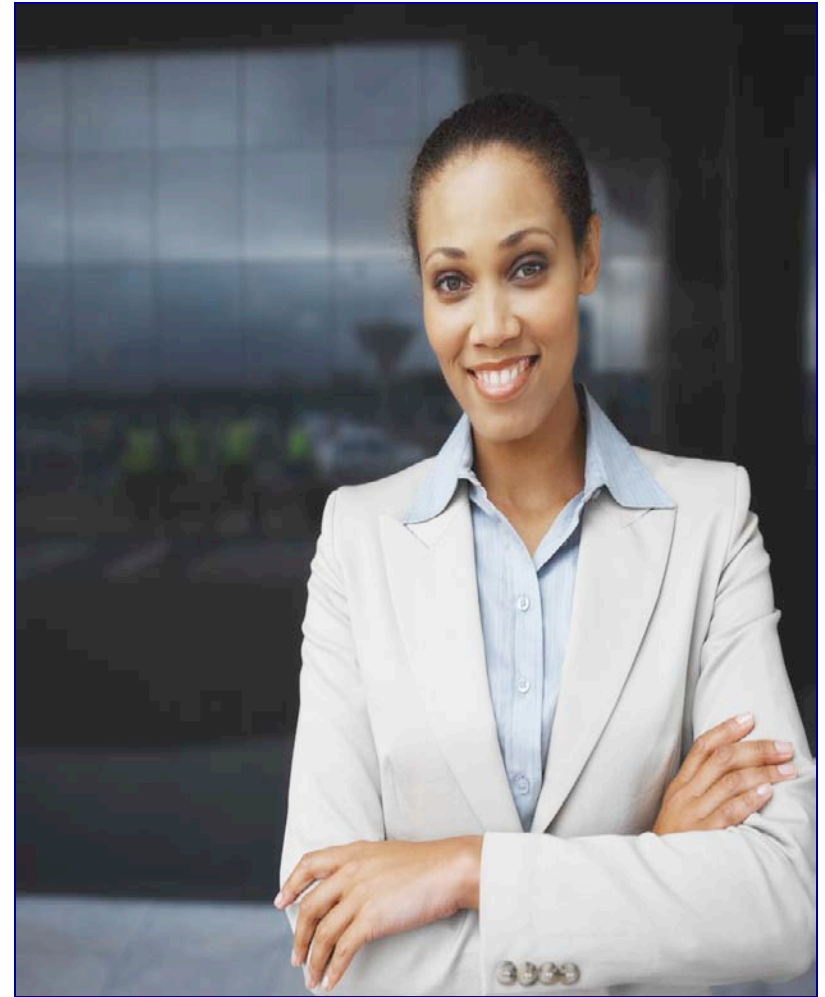


- Interpretation
- Congruency
- Facial expressions
- Your tells
- Synchrony
- Cultural lenses

How are your colleagues reading you?



**Truculent, hostile, closed,
negative, uncooperative**



Friendly, open, warm and authentic



**Hands clenched and raised:
Indicated negativity**



**Depressed posture:
Collapses in on itself**



Business



Social



Intimate

40% - 60%

- **Number 1 Rule**
- **Greeting**
- **Six S's**
- **Names - Honorific**
- **Bragtag**
- **Be First**
- **Be Inclusive**
- **Hosting Behavior**
- **Order of Precedence**

Order of Precedence

- **Mr. Senior Executive, may I introduce (to you) Mr. Junior Executive**

- **Mr. Official Person, may I introduce (to you) Mr. Nonofficial Person**

- **Mr. Client may I introduce (to you) my boss, Mr. Big**

- Right hand always free
- Smile and Eye Contact
- Thumb up and fingers out
- Web-to-web
- Firm Only!
- Shake from the elbow
- 2 -3 Pumps
- Power stance





- **Focus**
- **Repeat**
- **Associate**
- **Honorifics**
- **The gift**

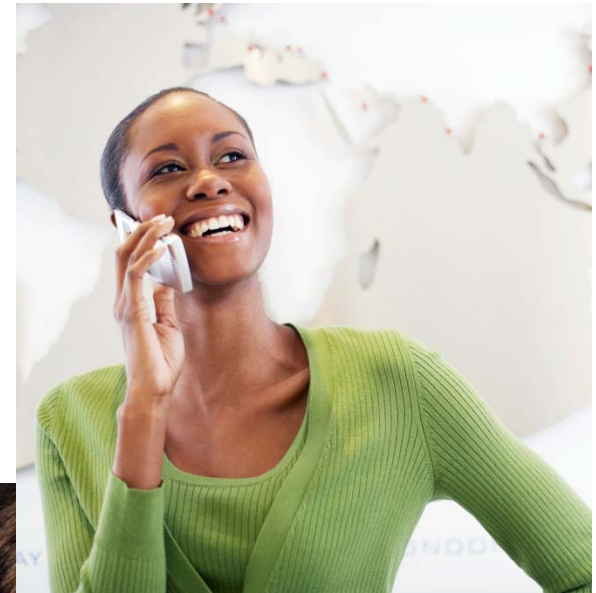
- **Protocol**
- **Maintenance**
- **Presentation**
- **When to exchange**
- **As an attachment**



- **Greeting**
- **Behaviour**
- **Problem solving**
- **Attitude**
- **Personal Space**
- **Dropping in**
- **Helping yourself**
- **Desk dining**
- **Work space**
- **Meeting manners**
- **Critics**



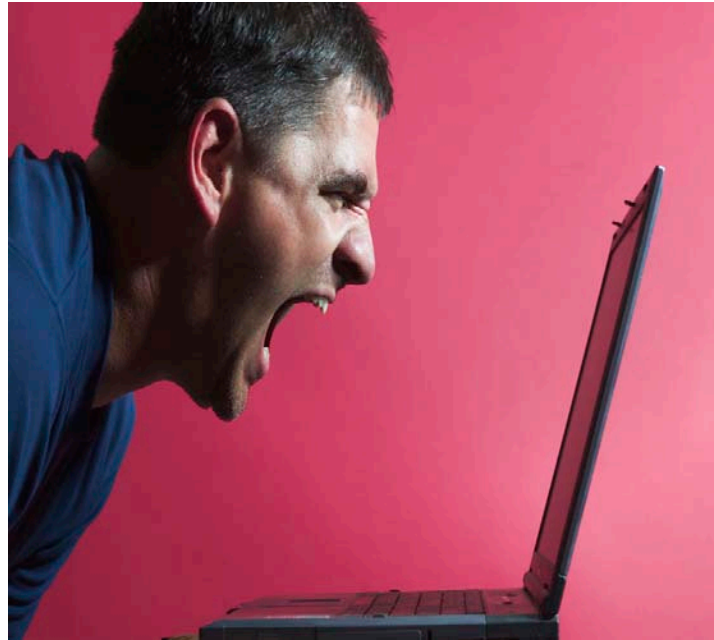
- **First impressions**
- **Answering courtesies**
- **Address formally**
- **Learn the system**
- **Cell phones and technology**



The rules for using technology effectively to communicate personally and professionally with knowledge, understanding and courtesy.



Write for the world!



**Venting your emotions on line
or sending inflammatory e-mails
that evoke extreme emotion.**

- Put aside your filters when judging others
- Package yourself as a professional
- Present yourself as a professional
- Speak in the positive
- Practice good Netiquette –Write for the World
- Master your mingle-ability
- Use your OI –Office Intelligence
- Consider how your actions affect others
- Remember the rules you learned in Kindergarten
- Follow the platinum rule!

Once upon a time there were four people named EVERYBODY, SOMEBODY, NOBODY, AND ANYBODY.

When there was an important job to be done, EVERYBODY was sure that SOMEBODY would do it.

ANYBODY could have done it, but NOBODY did it.

When NOBODY did it, SOMEBODY got angry because it was EVERYBODY'S job.

Anonymous

“Good manners are like a road map to society. They help us navigate tough situations. We don’t have to back track because we haven’t taken wrong turns. We will reach our destinations without the road rage. Good manners are free but they are also priceless.”

~ Harvey Mackay

