

Personal Skills for Professional Success

Emily Post Business Social Etiquette for
Siemens Financial Services



“Welcome”

It is my pleasure to be here with you today.

- Etiquette, Manners and Principles
- Host and Guest Roles
- Introductions
- Conversation
- Networking
- Business Social
- 24/7 Professional



Emily Post 1872 - 1959

After publication in 1922, “Etiquette,” topped the nonfiction bestseller list, and the phrase “according to Emily Post” entered our language as the last word on the subject of social conduct.

Her numerous books, newspaper columns and a regular CBS radio program made Emily Post a figure of national stature and importance.

“Whenever two people come together and their behavior affects one another, you have etiquette.

Etiquette is not some rigid code of manners, it’s simply how person’s lives touch one another.”

- Emily Post



What are some examples of
civility in business social situations?

Of **incivility**?

The Good Host and The Good Guest

1. Invite clearly: include the who/what/when/where/why.
2. Plan well: Prepare as much and as early as you can.
3. Remain calm: Your mood sets the tone.
4. Make guests feel welcome: greet, introduce, check in.
5. Be flexible and gracious.
6. Be appreciative: Thank guests for attending and for gifts.



Six Ways to Be a Good Guest

1. RSVP immediately.
2. Be on time.
3. Be a willing participant.
4. Offer to help when you can.
5. Don't overindulge: whether it is the mozzarella sticks or the Champagne.
6. Thank the host twice: on your way out the door and with a phone call or a written note the next day.

Introductions

First impressions can make or break you.

You never get a second chance to make a first impression.

How you handle yourself gives strong clues about your confidence and professionalism.

The introduction is your opportunity to make a positive first impression.

Introductions matter. 4 steps:

- Stand or sit up.
- Look them in the eye and smile.
- Firm grip.
- Say your name and repeat their name.

Confidence is key.

Talk **first** to the person:

- More **important**
- You would like to **honor**.

“Mr. Guest, I would like to introduce our senior account representative, Tom Smith, to you.”



Bus. Etiquette is Gender Neutral

Never say or do something with a member of one gender that you wouldn't say or do with someone of a different gender.

Ask, don't just do.

- Holding a chair
- Holding the door
- Navigating the revolving door

It's not about men performing courtesies for women; it's about people being courteous to people.

What does chivalry look like today?

Conversation

Active Listening Skills

1. Use nonverbal cues.
2. Repeat back what you have heard.
3. Ask open-ended follow-up questions.
4. Keep it up.

Three Tiers

1. Safe - Sports, weather, celebrities
2. Risky - Politics, religion, dating
3. Personal - Family and finance

- Please – Soften a request
- Thank you – Show appreciation
- You're Welcome – Acknowledge appreciation
- Sorry – Indicates regret
- Excuse me – Asks for forgiveness
- Pardon me – Acknowledges mistake

Business Social

- Show up on time.
- Turn off phones and devices.
- Introduce yourself to three people.
- Learn something new about someone you already know.
- Hand out five business cards.
- Get contact information from two people.
- Follow up over 24 hours later.

1. Wear your nametag on your right lapel.
2. Hold beverages in your left hand.
3. Never double dip.
4. Get a napkin and a spare.
5. Don't over imbibe, follow the one drink rule.
6. Know your role - be a good host or guest.
7. Participate fully.

The 24/7 Professional

- Actions outside work affect you.
- Purely social situations can become business situations instantly.
- Highest level of professional conduct at off-site business venues.
- Use the principles regardless of what others think.

- How you conduct yourself matters.
- Cultivate awareness of and care for others.
- “Good etiquette” is not something you know; it is something you practice.

1. Avoid the temptation to socialize with colleagues.
2. Commit to introducing yourself well.
3. Don't stuff your plate or over imbibe—set your limit before you start.
4. Don't talk with your mouth full.
5. Welcome people into your conversation.
6. Avoid dirty laundry and controversial topics.
7. Follow-up when appropriate.

1. Be on time.
2. Use “Please” and “Thank You.”
3. Present yourself for the job you want to have, not the job you are in: attire, attitude, effort.
4. Harness the power of the compliment.
5. Fight demeaning or superior attitudes in yourself.
6. Take responsibility.
7. Be prepared.
8. Focus on the etiquette for greetings, table manners and workspace issues.
9. Think before acting and then act to build relationships.
10. Embrace and use the principles of etiquette.



Thank You

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