

POWER ETIQUETTE: What You Don't Know Can Kill Your Career

Topics: First impressions, Business Wardrobe and more...

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First Impressions

They say you can't judge a book by its cover but how many of us judge people by the way they talk, look, or answer the telephone?

First Impressions

Relating to others
+
Level of Respect
+
Behavior



ATTITUDE



First Impression

The Handshake



VS



First Impression

Getting Acquainted – Introducing people to one another

- Name
- Purpose
- Enhance Conversation
- Have they met?

First Impressions

Getting Acquainted – Introducing people to one another

Logical Order:

- ❖ Introduce the younger to the **older**
- ❖ Introduce your company peer to a **peer in another company**
- ❖ Introduce a junior to **senior executive**
- ❖ Introduce a fellow executive to a **client or customer**

Ex. "Ms. Joan Collier, President of Delta Sigma Theta Sorority, Inc., I would like to introduce Jane Doe, member of the Alpha Chapter of DST."

First Impressions

The Name – The Most Important Word



DON'T BE CLUELESS

First Impressions

Introducing Yourself

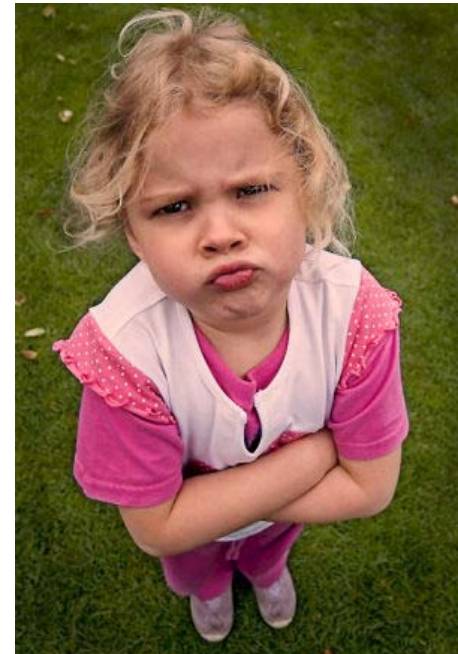
- Full name
- What you do/something about you (10-15 seconds)
- Practice
- When/where is it appropriate?
- Let's PRACTICE

First Impressions

Body Language

Definition – nonverbal communication by which our gesture, expressions, and body position convey unspoken messages

- Body language VS. words
- “But I can’t help it...”



First Impressions

Body Language

DO:

- Make eye contact
- Hold your head level
- Keep chin straight
- Allow personal space
- Walk with ease
- Stand straight with both feet on floor
- Sit straight
- Smile often

DON'T:

- Look at the clock
- Tap your foot
- Crack your knuckles
- Bite your lip
- Tap your pen
- Cross your arms
- Fall asleep

First Impressions

Personal Grooming

Men – Be aware of facial hair policies

Women – Try to keep hair looking as natural as possible

Everyone –

- Keep nails clean and manicured
- Body Hygiene and Breath
- Check yourself
- Keep a personal kit

Business Wardrobe



Business Wardrobe

- Plan your wardrobe NOW!
- No brainers....(w/ everything ready to wear)
- Visual Resume

Business Wardrobe

- Always dress conservatively
- Thoughts when purchasing clothes



Business Wardrobe

Women, BEWARE OF

- Low necklines
- Midriffs
- Short skirts
- Splits
- Accessory galore



Business Wardrobe

Men, BEWARE!

- Too many buttons unfastened
- Tie at waist
- Socks should match
- Suit jacket meets wrist



Business Wardrobe

Casual Day

- Neutral colors – basic pieces
 - Navy
 - Black
 - Brown
 - Beige
 - Burgundy
 - Gray
- More color
 - Shirts
 - Blouses
 - Sweaters
 - Ties

Communication is Key

- Use the appropriate title
 - Mrs., Mr.,
 - Dr., Ph.D, M.Ed., M.S
- Use the “special” words
 - Thank you, Please, Excuse Me, Sir, Ma’am
- Cell Phones:
 - Ringback tones & Ringtones, Voicemail Messages
- Business Cards:
 - Hand out prior to meetings, after interactions, write personal info on back, look interested in card information.

Gratuities

- Meals: 15-20%
- Doorman: \$1-2
- Bellman or airport skycap: \$1/bag
- Coat Clerk: \$1-2/coat
- Hotel maid: \$1-1.50/day
- Valet: \$1-3
- Restroom attendant: .5-\$1
- Taxi cab driver: %15 of the bill

Internet Etiquette

- Respond to emails within 48 hours.
 - Leave a vacation message if you'll be gone longer.
- Do not use unnecessary punctuation or “text” talk in emails (☺, LOL, TTYL, BRB, JK)
- Discretion: “Perception is truth”
 - Facebook, MySpace, Blogs
 - Beware questionable language, photos, comments, etc.
 - General Rule: If in doubt, do not post it.

Questions?

- Thank you for coming!