

Culture and Manners Institute

IMPROVEMENTS THAT LAST A LIFETIME

Etiquette for the Management Minded: Etiquette is not about *perfection*, etiquette is about *connection*.



<p>What is Etiquette?</p> <ul style="list-style-type: none">• Making the people around us feel comfortable• #1 rule of etiquette is to break any rule of etiquette to make people around us comfortable <p>Validate Others</p> <ul style="list-style-type: none">• Compliment others: “<i>You did a great job on that presentation.</i>” “<i>Thank you for your help with that project.</i>”• Exceptional manager hand writes notes to staff expressing praise, encouragement, gratitude <p>Practice Active Listening</p> <ul style="list-style-type: none">• The most skilled conversationalists are listeners• <u>Passive listening</u>: listening, not saying anything• <u>Active listening</u>: acknowledging what the other person is saying by paraphrasing it back <p>Example: “<i>So you grew up in Keokuk, but now you live and work in Des Moines...</i>”</p> <p>Constructive Criticism: Sandwich Technique</p> <ul style="list-style-type: none">• (Bread): Begin with positive• (Filling): Offer constructive feedback• (Bread): End with positive <p>Name Recall</p> <ul style="list-style-type: none">• Repeat person's name back to him/her• Quiz yourself on names of people you have met• Word association: rhymes, alliteration, word pictures <p>Post-event Review and Name Recall Practice</p> <ul style="list-style-type: none">• Write down names you remembered, what the people looked like and what you talked about• Review notes before future events• Visualize people as you look at business cards <p>LinkedIn: review photos and names of contacts</p>	<p>Meeting Etiquette</p> <p>Seating</p> <p>Meeting leader is in charge of assigning seats</p> <ul style="list-style-type: none">• Highest rank executive or guests sit at ends of table• Highest ranked executive sits facing the door (not with his/her back to the door)• Negotiation: sit next to the person, not opposite• Put people who disagree on same side of table (harder to make eye contact, more calming) <p>Other Meeting Tips</p> <ul style="list-style-type: none">• Start on time: respect time of those present• Presenting: stand near the screen, not in back of room (like watching a tennis match) <p>Meetings Outside Your Organization</p> <ul style="list-style-type: none">• Meeting begins at front door with security guards; be pleasant to anyone on way in or out• Wait for meeting leader to tell you where to sit• “<i>Sit anywhere.</i>” Pick seat near middle of table <p>Follow Up After an Event</p> <p>How you follow-up is a reflection of yourself and the organization you represent.</p> <ul style="list-style-type: none">• <u>Send a personal note</u>: “<i>It was a pleasure to speak with you at the Annual Meeting...</i>”• <u>Email</u>: more immediate “<i>I enjoyed meeting you at the ISAC Golf Fundraiser. Here is a link to the article I told you about.</i>”• <u>Hand-written</u>: fold-over notes linger longer• <u>LinkedIn</u>: Don't send generic invite, write a message to remind person where you met• <u>Phone</u>: “<i>I enjoyed speaking to you at the Chamber event. May I make an appointment to visit with you further and learn more about your organization?</i>”	<p>Your Image</p> <p>Professional Dress</p> <ul style="list-style-type: none">• Dress out of respect for others• Represent your organization well• Let your attire lead to where you aspire• In management, kick it up a notch – pressed clothing, collared shirts/blouses, dress slacks or dress skirts, suits or suit jackets for meetings• Smile: best accessory, shows you are open to communication <p>Social Media</p> <p>Image in virtual world as important as physical one</p> <p>Rewards</p> <ul style="list-style-type: none">• Great way to reach more people, faster• Share photos and videos of initiatives• Exchange ideas with local and national orgs <p>Risks</p> <ul style="list-style-type: none">• Blurred lines between personal and professional• Whatever you put out there is public info: choose content carefully• Loss of control over content: some things you post, you will not be able to take down <p>Strategy</p> <ul style="list-style-type: none">• Separate personal and professional• Retain a little mystery; when you put everything you are thinking/doing/feeling on Facebook, your mystery is history• Separate texting/Tweeting lingo from professional email <p>Cell Phones</p> <ul style="list-style-type: none">• Use to collaborate, not to disengage• In an emergency, let others in a meeting know you need to keep your cell phone on.
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