

Speaking Programs

Business Etiquette in America: Lost and Forgotten?

Certification: Business Etiquette

“Business casual,” “flex time,” “personal time,” and “time off” have become the way of the American workplace. Lost and forgotten are the skills needed to “dress for success,” “manage co-worker etiquette situations,” and “demonstrate a high-level of professionalism” that will encourage promotions and advancement. This program provides participants with the much-needed tools to elevate professionalism in the workplace environment and provide fellow employees and bosses with respectful responses when handling delicate situations.

Participants will learn:

- How to “dress for success” in any business situation whether business casual, corporate business meetings, or white-tie Events.
- The definition of “**business casual.**”
- 15 tactics to help you advance in business.
- How to manage challenging etiquette situations with customers and colleagues, including managing client dinners, gift-giving policies, critical e-mail mishaps, and the rules on “**introductions.**”
- How to handle the situation when a co-work has body odor, wears too much perfume or cologne, gets engaged or divorced, or eats smelly food in their cube.
- The primary difference between a lunch meeting and a dinner meeting, and how to handle these situations accordingly.
- The proper length of time to shake hands.
- When it is okay to “**light up**” and have a cigarette.
- What to do when a client has a bad cold and then reaches out to shake your hand or leans over to kiss you on the cheek.
- The 5 key elements of proper telephone etiquette.
- 5 tips for proper meeting etiquette.