

# Why do we want to talk about Etiquette? To help you feel more relaxed and confident. So we have several questions for you?

- What side do you wear your name tag?
- Where is the most expensive real estate in a room? The front
- Why is opening doors for others important? (Because it shows that you are educated and aware of the importance of showing respect)

## Now ask everyone to stand up:

- Greeting People—Americans expect 3 things when they meet people: 1) Eye contact; 2) Smile; 3) Handshake
- Introductions: Social Etiquette is based on Chivalry....so in a social situation we defer to people based on gender and age by introducing women first and then those oldest. Business etiquette is different because it is based on rank and authority do.
- You can share a little about the person you introduce, such as, John is a great basketball player.
- First impressions do matter
- Everyone should stand when introduced. Women used to remain seated but no longer.
- If you don't know the correct pronunciation of someone's name—ask them! If still in doubt—ask them apologetically to repeat it.---Pronounce name clearly without making a big deal of it.

**Ask students to take 4 minutes and go around the room and shake as many hands as possible.**

**Then ask students if they learned anything from this exercise. (Repeat so everyone knows---no limp handshake, always look in someone's eyes and smile)!**

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- **Walking Down the Street**

**Guys always walk on the outside of a sidewalk. The girl should be next to the building so guys can protect their girl.**

- **Maneuvering your girl through a crowded room**

- **Ask everyone to stand up. Ask guys to pick a girl---or you can match guys with guys; girls with girls. Ask guys to take the elbow of girls and guide them around room. (YOU SHOULD SHOW THEM HOW TO DO THIS)**

- **Helping Someone with Their Coat**

**Demonstrate by standing behind the girl and guide her right arm into her sleeve, then do the same with left arm and raise coat to shoulders.**

**ASK STUDENTS TO STAND UP AND PRACTICE HELPING ONE ANOTHER WITH COAT. (If no one has a coat ask a couple of students to use your coat and have them come to the front of the room). Always encourage and tell them if they did a good job.**

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## • **First IMPRESSIONS:**

It takes 4 seconds for somebody to size you up and make a preliminary judgment. Research shows that Americans expect 3 things when they met someone for the first time. **SMILE SINCERELY, SHAKE HANDS FIRMLY AND DON'T CRUNCH** (if your hand hurts)

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## • **Asking Questions**

- **When you are attending a conference or in a meeting r, Always Stand Up and State your name and speak loudly and slowly so everyone can hear you. If you are sitting in the front row please turn toward the audience and speak so they too can hear your question.**
- **If you are on a Panel answering questions----always--- always repeat the question asked before you answer so the entire audience is engaged and learns.**

## **Stage Fright**

- **Your audience want to like you and they want you to succeed. And, they want to relax almost as much as you do. They want you to succeed because that means they will be entertained.**
- **Stage Fright is a right-brain function---instinctive and emotional---counter it with a left brain activity. Count or work a numbers problem in your head.**
- **Breath. Through your nose and exhale out the mouth**
- **Smile. Just the act of chemical changes in the body can help you relax and feel more confident.**

**Ask someone to get up and talk for less than a minute about any topic they want, i.e., sports, nature, animals. POINT OUT THE STUDENTS STRENGTHS.**

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- **Working a Room when you know no one.**
  - **First, introduce yourself and listen carefully to the person's name—repeat it early in the conversation to lock it in your memory**
  - **Sometimes you can talk about the weather: For instance, I don't know about you but I sure like the heat. Do you? They may say no I grew up in Ohio....and you can take the discussion from there...where in Ohio....did you live near on a farm or in the city?**

**Read the newspaper before you go so you have something to talk about....our read the sports page.**

- **Always know there are lots of people in the room that are in the same shoes that you are....they don't know anyone and would rather be somewhere else.**
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## **Respect**

- **Always show respect to the person in front giving a presentation because one day YOU too will be in front of people and will ask for their respect too.**

