



PROFESSIONAL COURTESY

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The Essentials

STAND Men and women stand for all introductions...business and social. Standing shows respect to you and to everyone present. A businesswoman who remains seated while others are being introduced undermines herself professionally because she appears less powerful.

EYE CONTACT Direct eye contact is vital if you are to present yourself with confidence and authority. Eye contact should be made 40 to 60 percent of the time. Less than that can make a person appear shy, have something to hide, or seem to lack confidence and authority. If eye contact is more than 60 percent persons will feel put on the spot or uncomfortable. Eye contact lets people know you are listening.

INTRODUCE YOURSELF Introducing yourself is how you make yourself known to others. The best way to introduce yourself is to say, "Hello, I'm Jane Smith" (first and last names). In response to an introduction, saying "hi" or "hello" is not enough. Repeat the person's name along with saying, "hello."

INTRODUCING OTHERS When introducing others the most important person's name is said first. For instance; Ms. Highranking I'd like to introduce "to you" Mr. Lowerranking.

SHAKE HANDS Shaking hands is the universal way in which we greet another person, a form of communication. You are judged by your handshake. It says a lot about you. In business and social situations you should feel at ease shaking hands. The person who extends their hand first has an advantage. Be ready to initiate or extend your hand. Right hand should be free. Extend your hand with the thumb up; connect with a firm grip, and two smooth pumps. Shake from the elbow. Face the other person.

Name badges are worn on the right shoulder so they are easy to read when extending your hand in an introduction.

FYI It takes 5 seconds to make an impression. While you should be judged by your innate worth, it is often a first impression that determines whether someone will take the time to let you reveal it.

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