Professional Etiquette & Business Protocol

February 28, 2015
Seconds to Make an Impression

Days to Start a Pattern

Days to Become Automatic
Distinguish yourself

Develop and maintain business

Project a positive image

Project confidence and authority

Build teamwork

E&P Intelligence positions you to:
WDTW

WIIFM

RSVP?

Respond in the form requested

Be punctual

Cancel personally
Principles Of Professionalism

- Your posture
- Introduce yourself
- Your entrance
- Introduce others
- Your handshake
- Your people skills

Distinguish Yourself from the Competition
Business
Eye Signals - Social
Intimate
Are You Noticed?

Evaluate your entrance

An effective entrance

Your agenda

Brief yourself

Whom do you need to meet?
Key Points:

• Your posture
• Your eye contact
• Your handshake
• Buffet & bar
• Being the host or being a guest
Engaging in Conversations:

Breaks the ice

Establishes a connection

Doesn’t require original or profound conversation

The polite thing to do
Practice these tips:

Be well-informed
Focus on the other person
Do not interrupt
Do listen
Think before you speak
Close a conversation
Avoid these subjects:

- Your health or diet habits
- Cost of things
- Personal questions
- Mean gossip
- Off-color jokes
- Controversial issues
• Eat a small amount of food
• Key persons
• Peers
• Join a conversation
• Avoid the obvious
• Shake hands
• Gestures of affection
• Unwanted gestures

• Small gathering
• Large gathering

The Formula:
Act as if you belong
We Notice Persons Non-Verbally by Touch

• A handshake reveals:
• A handshake conveys:

Handshaking is a Form of Communication

• Handshaking is an important contact
• What happens when you extend your hand?

The person extending his/her hand first, has the advantage.
Handshaking: The Ultimate Greeting

- Right hand
- Left hand
- Name badge
- Thumb up and fingers out
- Avoid thumb down, fingers curled
- Web-to-web
Handshaking: The Ultimate Greeting
• Shake from the elbow
• Two smooth pumps
• Shoulder-to-shoulder
• Clammy hands control
• Avoid fragrance
• Avoid large rings
• Awareness alert
• Handshaking rules
1. Ready to connect
2. Both hands are connecting
3. A correct handshake
4. The bone crusher

5. The glove handshake

6. The fingertip holder
Introducing Yourself Is How You Make Yourself Known

Confidence and authority

Your duty

The parts of a good business introduction?

First Name Last Name
Something About Yourself
When do you introduce yourself?

- Recognize someone
- Attend a gathering
- Seated next to someone
- Person introducing you forgets your name
- A friend of a friend

Protocol: Never give yourself an honorific
Responding to Introductions

• Not professional: **Hi** or **Hey**.
• Never enough: **Hello**.

Introducing Others

• Correct introduction gives you an edge
• Importance of correct introductions
Formula for Introductions

*Greater* authority RECEIVES *Lesser* authority

Order of Precedence

*Senior* executive RECEIVES *Junior* executive

*Official* person RECEIVES *Nonofficial* person

*Client* RECEIVES *Fellow* executive
“Mr. Jones, I would like you to meet Mary Smith.”

“Mr. Jones, I would like to introduce Ms. Smith.”

“Mr. Jones, I would like to introduce to you Ms. Smith.”
Hints & Tips

Look at each person

Say something about each person

Misintroductions

Always stand
Remembering Names
Business Card Protocol
Electronic Communications
Remembering Names

• Tell yourself *I am good at names*. 
• When your meet a new person, *slow down*. 
• In conversation, *use the name, often*. 
• Associate *the face with the name*. 
• Confirm the *spelling*. 
• Focus both *when you meet them & say goodbye*. 
• When someone forgets your name, *rescue them*. 
• When you forget a name, *say your name*. 
Business Card Protocol

- Present with Text Facing: The Recipient.
- Fresh Presentation: Carry a Card Case.
- How Many to Take: Plenty, But ...
- Social and Private Events: Proceed with Caution.
- Receptionists: Always, Every Time.
- Giving and Requesting Cards: The Rules Are ...
eEtiquette - Electronic Communication

- Phones
- Teleconferencing
- E-mail
- Social Media
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Thank you

Marcel Kristel
marcelk@berkeley.edu