

# ***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



Your  
eye contact



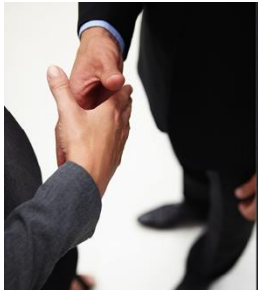
Introduce  
yourself



Your  
entrance



Introduce  
others



Your  
handshake



Your people  
skills

Business





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

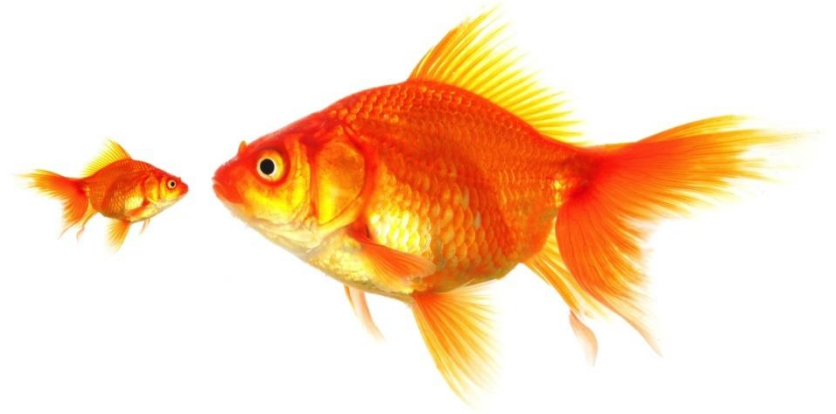




- Eat a small amount of food
- Key persons
- Peers
- Join a conversation
- Avoid the obvious
- Shake hands



- 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

First Name      Last Name

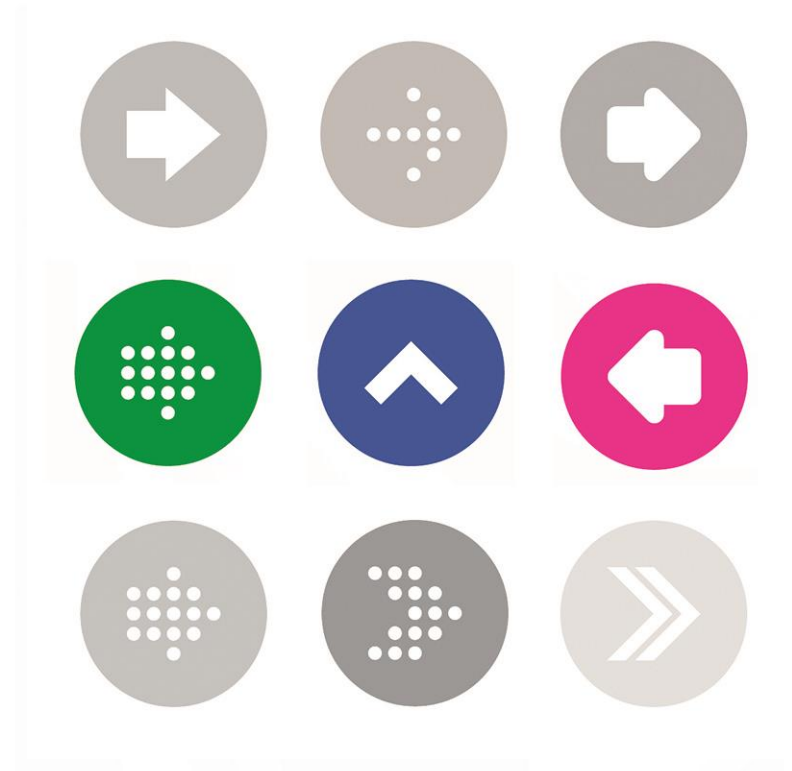
Something About Yourself



The parts  
of a good  
business  
introduction?

# 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 you 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](mailto:marcelk@berkeley.edu)