To BSU Students:

Thank you again for the opportunity to work with you. It was truly my pleasure!

These notes will be the first of three over the next week or two to provide you with some of the key highlights from the workshop.

Issue I - Non Verbal Impressions and additional information on general business etiquette in the office.

Issue II - Introductions and Interviews.

Issue III - Dining Etiquette

Sincerely,

Susan Evans - Director

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First Impressions

People who don't know you will make up their minds about you on a subliminal/subconscious basis in 30 seconds or less.

We notice the following about another human being and in this order:

- Appearance (clothing, grooming, etc.)
- Bearing (height, body language, etc.)
- Eye Contact
- Speech

APPEARANCE

Common mistakes
- Not commanding presence through your accessories or the way your clothes are maintained.
- Wearing business casual if there is a chance the individuals you will be meeting will be dressed in professional attire.
- Not following the "one-notch-down" rule.
- Not paying attention to your shoes.
- Defining jeans as business casual or wearing a shirt with a logo that does not pertain to the organization you represent.

Common Mistakes by Women
*Not wearing a blazer/suit jacket to meetings when men present are dressed in suits or sport coats.
*Hair style longer than shoulder length.
*A purse that looks like an overnight bag
*Hosiery that is darker than the skirt or pants
*Wearing a short skirt
*Nails that look like claws
*Cleavage

Common Mistakes by Men
* Wearing a dress shirt without an undershirt.
*Not having custom-tailored shirts when it is difficult to find the proper fit.
*Wearing a short-sleeved shirt beneath a blazer or suit jacket.
*Ties that fall above or below the belt buckle.
*Flipping a tie over your shoulder when eating.
*Not buttoning a coat or jacket when standing.
*Not wearing socks that cover the calves.
*A worn-looking briefcase
*Facial hair

BEARING
Your Body Does Not Know How To Lie
*Be Aware of your Posture - Standing, Sitting, Head movement,
Facial expression, Eyes, Hands, Physical Distance
*The Human Face Can Make As Many As 250K Expressions

Your body says "Yes" when you do the following:
*Maintain eye contact.
*Look directly at the person speaking to you without covering your face with your hands or other objects.
*Sit up and lean slightly toward the person speaking to you.
*Give a firm strong handshake.
*Cross your legs loosely at the ankles or knees.
*Smile and laugh easily.

EYE CONTACT
*Culture and Customs of Eye Contact
*The Power of Unspoken Messages
*Your Eyes Say "I Am Listening"
*Expressions Project Confidence

Out Class the Competition
General Business Etiquette

Do you consistently follow all eight basic rules of business etiquette?
1. The first rule is to be on time to work. Do not make it a habit of calling in sick or being late. Meet your deadlines on time and don’t keep others waiting for you.

2. The second rule is to wear clean, pressed business-like clothes. Look neat and well groomed.

3. Third rule is to avoid office gossip as it only hurts you and others around you. Your boss may or may not want to share confidential information with you and will note that you do not have your priorities straight.

4. The forth rule is do not borrow from your co-workers desk, or other peoples desk without asking first. It is better to wait for permission first.

5. The fifth rule is to be aware of your behavior and show respect to those around you.

6. The Sixth rule is do not whine. No one likes to be around a constant complainer.

7. The seventh rule is to answer the phone promptly, by the second or third ring is considered polite. Be pleasant and courteous to the other person and try not to leave anyone on hold.

8. The final rule is to try and avoid office romance. It is very distracting and unprofessional. If you must, keep personal and work life separate.

These eight rules of business etiquette will help you establish a good relationship within your office. You will be more likely to get promoted, and get better assignments in the long run.

Thank you for reading the Social Essence BSU notes. We welcome your comments, suggestions and questions. Feel free to contact us info@socialessence.com

Sincerely,

Susan Evans
Social Essence