

## Business Etiquette

### *Civility, Savvy and Service*

*“Whenever two people come together and their behavior affects one another, you have etiquette. Etiquette is not some rigid code of manners; it is simple how people’s lives touch one another.” Emily Post*

In **The Patnaude Group Inc.**, we believe there are many ways to express the behavior of the Transformational Leader, as outlined in many of our seminars and coaching services. In this seminar, we teach that **Civility** is the expression of kindness and caring, respecting the integrity and honor of all others. Being **Savvy** is knowing what to do and how to behave appropriately in varied environments and adapting accordingly. **Service** is the essence of the Transformational Leader who does not expect to be served, but instead, is always ready to serve.

We encourage our clients to interview candidates at lunch or dinner in order to observe how that candidate treats the service people. **Civility, Savvy and Service** are at the heart of how a great leader creates a lasting and positive presence in the world.

In this one day seminar participants will:

- Learn “Why Etiquette Matters”
- Discover that Etiquette is “A Matter of Principles” and “The Practice of Manners”
- Learn about the critical importance of Emotional Intelligence (EI)
- Assess their own EI competencies
- Determine their influencing factors of Self-Awareness, Self-Image and Self-Ideal
- Complete the Myers-Briggs Type Indicator™ and learn how our behavior affects others
- Learn and practice the most important Etiquette skill, Authentic Listening
- Discover and practice Greeting Strategies
  - Who goes first?
  - Hand shakes
  - Business cards
  - Handling titles and forms of address
  - Managing effective small talk

- Creating Your Personal Presence
  - Attire
  - Grooming
  - Sending proper signals
  - Dealing with other cultures
- Phone Skills
- Email Etiquette
- Going Global

A mid-day luncheon serves as a fun and interactive setting for Table Manners and Dining Etiquette.

The Seminar is limited to a maximum of 15 participants.

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*The Patnaude Group Inc.* is an international training company that helps business professionals of all levels realize their potential while developing strong leadership skills. The executive leadership and management programs created by *The Patnaude Group Inc.* have played a critical role in creating long-lasting relationships with Fortune 500 companies, including Cisco Systems, Hewlett-Packard and Blue Cross Blue Shield. Corporate programs are developed to meet specific company needs and support the overall culture of an organization. Whether an international technology firm or a small, non-profit organization, our training programs are designed to maximize the capabilities of every participant.

Thank you for your interest in our Business Etiquette Seminar. For more information about *The Patnaude Group Inc.*, please call 540.270.6825 or visit [www.patnaude.com](http://www.patnaude.com). We look forward to serving your training needs.