



PETITE²QUEEN[®]

Business Etiquette 101



Catch All

Attentiveness - Be present, be engaged, and listen

Attire - When in doubt, dress business formal - first impressions are powerful

Grooming - Neat clothes and clean person, avoid excessive scent - perfume or other

Manners - Be polite, be culturally aware, and remember your table manners

Preparedness - Do your homework and be ready!

Punctuality - Be respectful of other people's time

Request permission - Such as before you place items on someone's desk

Communication



VERBAL

Politeness - Respect, dignity, and compassion

Tact - Hone your inner negotiator

Your voice - Be enthusiastic and leave your preconceptions behind



WRITTEN

Preview before sending - **ALWAYS!**

Timeliness - Acknowledge and respond

Tone - Take a step back and check underlying intent



MIND & BODY

Eye contact - Demonstrates assurance, interest, and attention

Handshake - Firm, confident, and stand up



Meetings

Active listening - Smile and nod, show genuine interest

Participate - Engage in the dialogue, don't be afraid to ask questions

Silence mobile devices - Resist temptation and don't look at them!

Resources FOR CONSIDERATION

<http://www.businessinsider.com/business-etiquette-you-need-to-know-2013-7>

<https://www.americanexpress.com/us/small-business/openforum/articles/15-vital-business-etiquette-rules/>

<https://www.monster.com/career-advice/article/business-etiquette-you-should-know>

<https://blog.oncallinternational.com/13-dining-etiquette-tips-next-business-meal/>