

Lesson 11

Etiquette, professionalism

1. Etiquette, Professionalism, and Building Relationships: Etiquette is a set of rules that directs our behavior, much like a script. It's important to consider our own image; compare our real selves to our ideal selves. Remember that first impressions count, so be aware of how other people see you. Small actions, such as a compliment, have a big impact.
2. Socialization: manners play a vital role. The act of remembering names demonstrates our regard for other people. It is essential to understand and follow business etiquette. Here too, first impressions are important.
3. Dinner table etiquette: be familiar with our bread and beverages. It takes more than just using the appropriate fork to adhere to certain social graces. Keep an eye out for cocktail parties and never underestimate the power of letting people in.