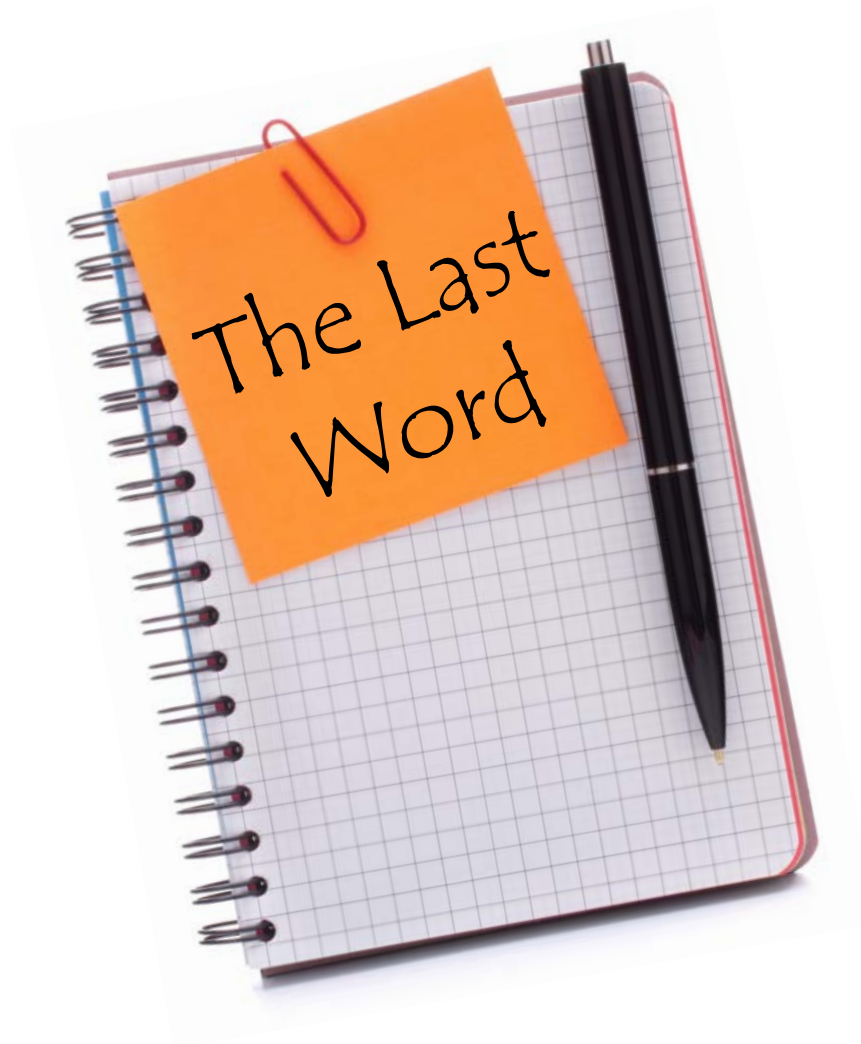




PRESENTATION

Social Skills & Etiquette





# OVERVIEW

- 1 Personal skills and manners needed to create a great impression as well as professionally interact and communicate with others
- 2 How to apply personal and professional skills and manners in different situations and settings

# WHAT ARE...Social Skills?

- ▶ Providing a warm greeting
- ▶ Listening when someone is talking to you
- ▶ Interacting positively in a group setting

Showing  
interest in  
what others  
are saying

# WHAT IS...Etiquette?

- ▶ Keeping elbows off the table
- ▶ Opening doors for other people
- ▶ Chewing food with your mouth closed

Saying  
“Please”  
and  
“Thank You”

# It's all about **FIRST IMPRESSIONS** Provide a warm welcome...

- ▶ Eye contact
- ▶ Facial expressions
- ▶ Energy in your voice
- ▶ Polite greeting

It takes 43  
muscles to  
frown and only  
17 to smile...

# THE NAME GAME

- ▶ Always address adults by their formal name...  
“Good afternoon Mr. Jones”
- ▶ Try to use a person’s name throughout the discussion

# Five steps to a “LEVEL 10” HANDSHAKE

- 1 Use your right hand
- 2 Make sure your hand is dry and clean
- 3 Press your “web” against the other person’s “web”
- 4 Grasp firmly, pump 2 – 3 times, then release
- 5 Shake with confidence





# SMALL COURTESIES

- ▶ Entering through a door as people are exiting
- ▶ Entering an elevator or subway train
- ▶ Before being seated at a restaurant dining table

**Remember to  
slow down  
and be aware of  
your surroundings**

# TELEPHONE ETIQUETTE



- ▶ Good morning / hello / good evening
- ▶ Thank you for calling
- ▶ Answer with a big smile
- ▶ Take a complete message, repeat for accuracy
- ▶ Thank the caller



# What about CELL PHONES?

- 1 Keep it on “SILENT” at school, at the movies or anywhere it could disturb others
- 2 If it rings by accident, apologize and promptly turn it OFF

# GROOMING

- 1 People should notice YOU
- 2 Good personal hygiene
- 3 Clean nails and freshen polish
- 4 Wear clothes that are cleaned and pressed
- 5 Look in the mirror
- 6 Remember posture



# TABLE ETIQUETTE – DOs and DON'Ts



- ▶ **Do** wash hands before eating
- ▶ **Do** fold the napkin on your lap

# TABLE ETIQUETTE – DOs and DON'Ts

- ▶ **Do** eat small amounts
- ▶ **Do** eat with mouth closed
- ▶ **Do** place hands in lap when not eating
- ▶ **Don't** place elbows on the table
- ▶ **Don't** place used cutlery on the table cloth



# THANK YOU!

