

Welcome

Best Protocol
Practices©

Best Protocol PracticesTM

Handshaking and Greetings

A handshake is always
appropriate-- everywhere!

The Everyday Dilemma

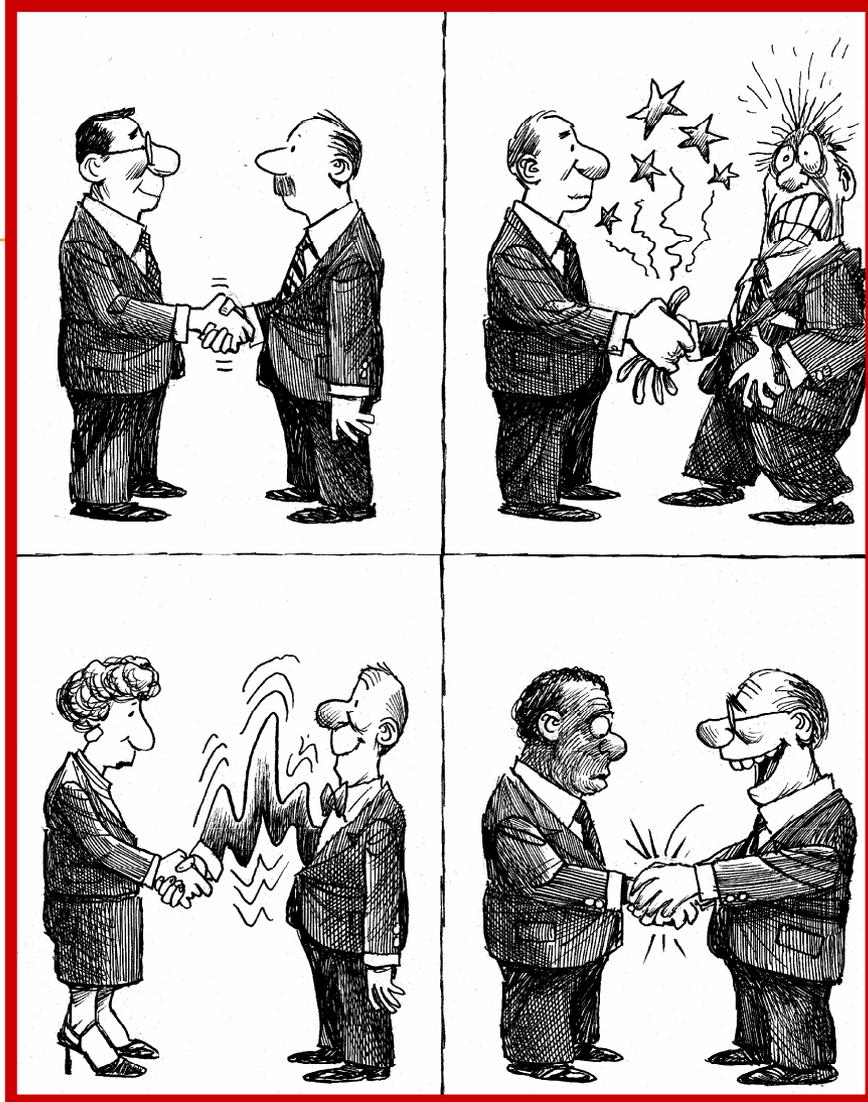
- Do you feel that you have a good handshake?
- Do you know when to shake hands?
- Do you remember bad handshakes?

Handshakes that shook the world



Handshakes that shook the world





The Protocols

Handshaking

A handshake is a universal greeting.

- Be prepared to offer your hand.
- In the United States-- men and women approach handshaking the same.
- Hello and good-bye.

Protocol Points: Handshaking

- The rules for a correct handshake.
- Extend your hand first.
- It is the first gesture you should offer.
- First gesture-- and last.
- Practice your handshake! Bad ones are remembered!



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Introductions

It is impressive to know how to make introductions properly.

The Everyday Dilemma

- Do you feel comfortable making introductions?
- What is the hardest part?

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Introductions

Determine greater authority.

- Greater authority always receives
- Elected officials receive
- Make eye contact
- Say something interesting about each person.

Protocol Practice



Protocol Points: Introductions

- Know the rules of introductions.
- Higher authority always receives.
- Introduce TO higher authority.
- Always look at someone as you say his or her name.
- Say something about each person.



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10-Second Self-
Introduction



"Madam, I'm Adam."

The Everyday Dilemma

- Have you ever been in this situation?
- Can you make a great, short self-introduction?

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10-Second Self- Introduction

Intro should contain:

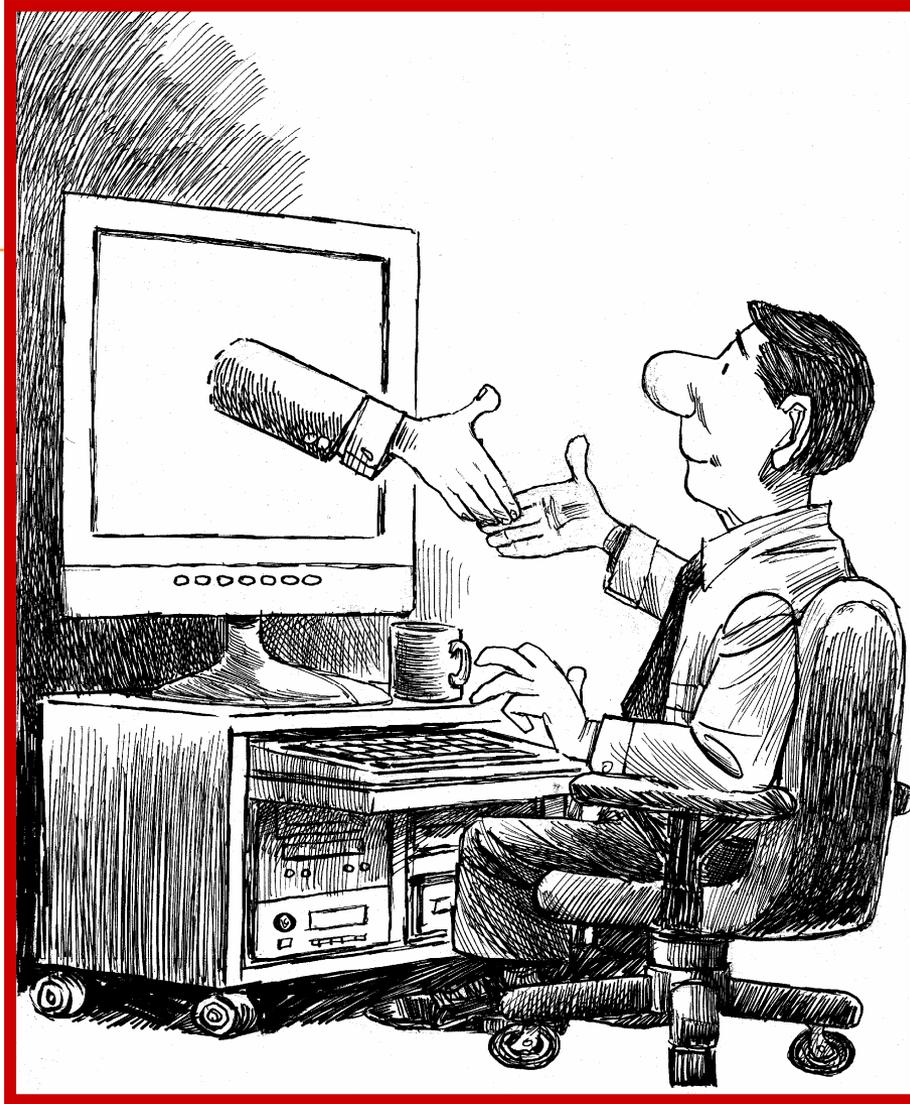
- Your name
- An interesting attribute
- A close

Protocol Practice

Create and practice your
own self-introduction.

Protocol Points: 10-Second Self- Introduction

- Always be prepared.
- Remember the three components.
- There are two types of self-introductions.



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Electronic Etiquette

Email

Cell phones

Blackberries, Treos

iPods

The Everyday Dilemma

- Are there really rules for this?
- Emails and cell phones are so fast... do you think there is a difference when business is conducted electronically?
- Is it less professional?

The Protocols

Electronic Etiquette

Protocol Points: Electronic Etiquette

- Always try to find a private place to use your cell phone.
- Cell phones, Blackberries, iPods and PDA's should be turned off during business meetings.
- Remember-- email is business communication. Use it carefully.
- Balance your electronic communication and connectivity with respect for others.

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Thank-you Notes

A basic component of business
communication

The Everyday Dilemma

- Do you write and send thank-you notes?
- When was the last time you received a thank-you note?

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Thank-you Notes

- Written
- Typed
- Email
- Voicemail

Protocol Points: Thank-you Notes

- Make thank-you notes a part of your portfolio.
- You may use either business or personal stationery.
- Use the appropriate format.
- Grammar, punctuation and neatness count.
- Thank-you notes should be sent within 24-48 hours.
- Always use an honorific.

"How to handle" Scenarios

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Thank you for your participation.