

How to Be Socially Savvy in All Situations
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Research by Harvard University and the Carnegie Foundation found that 85% of a person's ability to succeed is determined by their "soft skills." Handling yourself confidently in every situation can be a daunting task. Often we are expected to carry ourselves in a five-star manner, while only receiving one-star training. This session prepares participants for "awkward" moments and teaches skills that significantly enhance confidence, which leads you to be comfortable in any business or social situation. This fun and high-energy class will you wanting more.

Notes:

- We want to treat others the way we want to be treated.
- Success is determined:
 - 85% - Social Skills
 - 15% - Technical Skills
- Realize that success is measured by what you do, compared to what you are capable of doing.



- Name Tags – Always wear on the top right
- Handshake: Web to Web
 - No limply grip
 - No bone crushing grip
 - Right hand is your social hand
 - Left hand is your personal hand
 - Hold drink in your left hand

- Handbag:
 - Handbag – over \$100
 - Purse – under \$100
 - When dining – set handbag/purse on the right side
 - Carrying a handbag/purse – on the left
- Introductions:
 - Example: “Mr. and Mrs. Greater Authority, I would like to introduce Mr. and Mrs. Lesser Authority”
 - Business – introductions are based on rank.
 - Introduce people by first and last name.
 - Give information about each person.
 - Avoid repeating names
 - Never give yourself an honorific (Dr. or Mrs., etc.)
- Honorific:
 - Mrs. James Weaver (never Mrs. Gwen Weaver)
 - Ms. Weaver
 - Miss – 18 years or younger
 - Master – 18 years or younger
 - Ms. – over 18 years
 - Never disconnect man’s first and last name
 - Wrong – James and Joy Weaver
 - Correct – Joy and James Weaver
- The power of Thank You:
 - Verbal – Always thank the client
 - Written – Always send thank you note for a gift given, etc.
 - Example:
 - Dear _____,

 - Thank you for _____

 - Sincerely,

 - Date (bottom left of note)

- Host/Hostess of an Event:
 - Do not need to send a thank you note if someone brings a gift given for being invited to your event.
 - Be at the door:
 - To welcome your guests
 - When your guests leave
- When giving a gift for an event you are attending, always attach a card.
- Responses:
 - Wedding: Best wishes to the bride and Congratulations to the group
 - Lost someone: I am so sorry for your lost. Is there anything I can do for you?
 - My husband left me: I'm here for you.
- Cultural snafus: Be aware of cultural differences

Taken from Joy's book, *How to Be Socially Savvy in All Situations*:

Top Ten Etiquette Faux Pas (most common):

1. Forgetting to turn cell phones on manner mode (silent/vibrate) in public places – and even worse, proceeding to answer calls with a “cell yell.”
2. Not responding to party invitations – just showing up and bringing a friend.
3. Not sending a thank-you note or at least a thank-you email.
4. Being late to meetings. This says that your schedule and time are more important than others' in the meeting.
5. Coughing and sneezing in your social (right) hand. Your right hand is your social hand, and your left hand is your personal hand. No one wants to shake hands with someone who has just coughed into his or her hand.
6. Re-gifting – it is wrong! If you do not like a gift you've been given, donate it or give it to someone who would use it – don't pass it off as a thoughtful gift you purchased for someone else.
7. Using the wrong bread plate or water glass – remember: **B.M.W.** (**B**read on the left, **M**eal in the center, **W**ater on the right)
8. Inviting someone to dinner and not paying – the person who invites pays.
9. Applying lipstick at the table. All personal grooming should be done in the restroom.
10. Sending text messages or e-mails during meetings, worship services, weddings, or funerals.

Bonus Faux Pas – Using a toothpick, crunching ice, or chewing gum!

Business Meeting Etiquette:

Do not allow your business meetings to be a big waste of time. Follow these rules and make your meetings productive yet enjoyable.

- Start and end the meeting on time, and follow the agenda.
- Always wait to be seated, allowing the person leading the meeting to make the decision on the proper seating arrangement.
- The leader should summarize all decisions made in the meeting, making sure everyone understands his or her responsibilities.
- Always turn your cell phone off or leave it on manner mode. Never take a call or check to see who is calling while you're in an important meeting.
- Show your respect by paying attention to the person who has the floor.
- Treat all information you receive in a meeting as confidential. Never try to be a know-it-all by sharing confidential information with others.
- Before making a presentation, always check the electronic equipment to make sure it works properly. Failure to do so could result in a disaster for you.

Avoid these issues when planning and attending a meeting.

- Being late indicates to others that you think your time is more important than theirs.
- Using your PDA during the meeting shows others your lack of interest in the discussions.
- Chewing gum or crunching ice is something you should never do; it is very rude and distracting.
- Interrupting others or speaking out of turn shows disrespect for others in the meeting.
- Being an uninvited guest is rude. You should not attend a meeting unless you are specifically invited.
- Dominating the meeting by talking too much or by sidetracking the focus of the meeting is not acceptable.
- Arguing your point is a no-no. Do not be defensive if others do not agree with you.