



Kathleen Harshberger, Certified Consultant and Trainer on Business Etiquette and International Protocol, will spoke to our group on this interesting topic. Kathleen is a graduate of the highly acclaimed and respected Protocol School of Washington. She was born in Ireland and raised in England and Scotland where she received her early education in a series of British private schools known for their rigor. She is an honors graduate of Radford University, where she majored in Theatre Arts and went on to receive acclaim both as actress and director. One client noted, “Kathleen is a results-oriented, no nonsense trainer with strong people skills. She is sure to make a positive impact on any organization.

Kathleen asked the group to complete a Business Etiquette Quiz to everyone during the first part of the session. Questions and answers follow:

- T F 1. In an office setting, select the sofa, not the arm chair, because it's more comfortable
False. Couches make people slouch and look unprofessional. Choose the arm chair to appear poised and professional.
- T F 2. Community involvement will give you a competitive advantage.
True. This creates a wonderful image for your company.
- T F 3. The social kiss is a poor substitute for a handshake.
True. Handshaking is the only professional form of touching in the workplace.
- T F 4. Total quality in business defines products and services. It does not refer to manners and etiquette.
False. Your professional success consists of 15% educational/technical skills and 75% social/people skills.
- T F 5. Do not attempt an introduction if you cannot remember names.
False. Charm the name out of them or say you forgot.
- T F 6. Introduce a junior executive to a senior executive.
True. Also say the senior executive's name first in the introduction.
- T F 7. “Hi” is an appropriate response to an introduction.
False. Hi doesn't continue the discussion, it stops it.
- T F 8. A man should wait for a woman to initiate a handshake.
False. Men and women are equal in today's workplace and either can initiate a handshake.
- T F 9. Women do not open doors for men.
False. Either the man or woman can open a door for others.

- T F 10. "Thank you" is the best response to a compliment.
True.
- T F 11. Identify yourself when you place a professional or personal phone call.
True.
- T F 12. A visitor with an appointment takes priority over a telephone caller.
True. Do not interrupt a meeting by taking a phone call.
- T F 13. Hang up immediately when you dial a wrong number.
False.
- T F 14. The president of your company, Mr. A, enters the room in which you are meeting with an important client, Ms. B. You would be correct to rise and say, "Mr. A, I want to introduce Ms. B, our client from New York."
False. You should introduce Ms. B to Mr. A. using the clients name first.
- T F 15. Business protocol dictates that a man offers his hand immediately when introduced to a woman.
True. Woman can offer their hand first as well. No more than 3 shakes is acceptable.
- T F 16. It is not necessary to shake hands when you meet a business acquaintance on the street.
False. Always shake hands.
- T F 17. When talking to a group of four persons, make contact with each person in the group by moving your eyes from one to the other.
True. Don't exclude anyone from the group.
- T F 18. You are invited to the white House to meet The President. He greets you first and continues around the room, shaking hands and greeting everyone. Protocol dictates that you sit down and wait for the President to finish.
False. Standing until the President finishes is respectful.
- T F 19. It is appropriate to answer the telephone of a business colleague by saying his/her name. And then asking "Who is calling please?"
False.
- T F 20. It is not necessary to introduce persons whom you have just met to each other.
False.
- T F 21. Business meetings with persons from outside the company begin and end with a handshake.
True.
- T F 22. The person hosting a meeting extends his/her hand first.
True.

- T F 23. Men should stand for introductions and handshaking, but women can remain seated.
False. Woman who remain seated are giving away their professional power.
- T F 24. It is good visibility to give out my business cards to senior executives at a business/social Function.
False. Never give out a business card unless they ask for one. Follow-up after the meeting with a hand-written thank you note and include a business card.
- T F 25. When attending an important business meeting, carry various materials in one large briefcase.
False. Bring as small a bag as possible to look poised and professional. If you have a lot of materials, drop it off beforehand to the secretary.
- T F 26. Conversational small talk is not appropriate in the business arena.
False. Most conversations require small talk so you can evaluate the importance of the relationship.
- T F 27. Wear your name badge on the left shoulder area for easy reading.
False. Wear your name badge on your right shoulder so when you are shaking hands, it is right in view.
- T F 28. It is appropriate to smoke if you ask permission of others at the meeting.
False.
- T F 29. Social skills are not needed in the business arena.
False.
- T F 30. A senior executive may rise to indicate the end of a meeting.
True.
- T F 31. A professional does not say "Honey" and "Dear" in the business arena.
False.
- T F 32. Business etiquette rules are the same for men and women.
True.
- T F 33. Swearing, crying, shouting, or other manifestations of loss of control are unacceptable in the business area.
True.
- T F 34. The person closest to the door of a crowded elevator gets off first, and the rest follow.
True.
- T F 35. You show professional respect by rising when a superior enters your office.
True.

- T F 36. You should rise and remain behind your desk to shake hands with visitors.
False. Do not leave the desk between you as a barrier.
- T F 37. Commenting on someone's physical beauty or handsomeness is always acceptable and appreciated.
False. This is not acceptable in today's workplace.
- T F 38. When you have been bypassed for a promotion or position, discuss it with your peers but not with your superior.
False.
- T F 39. When you have an appointment, present your business card to the receptionist upon arrival.
True. This gives the receptionist value and they may be able to help you out.
- T F 40. After a meeting accompany your client to the reception area or elevator.
True.
- T F 41. When you attend a meeting, introduce yourself to everyone present, and if you're from outside the company, give that information as well.
True.
- T F 42. A good conversationalist allows other persons to speak and participate.
True.
- T F 43. Using slang and bad grammar will hinder your professional ambitions.
True.
- T F 44. A written thank you is more correct and special than a telephoned thank you.
True. Hand-written notes can go a long way.
- T F 45. Business stationery and what is written on it reflects on the company.
True.
- T F 46. A woman's handbag, if it is small, can be placed on a desk, boardroom table, or restaurant table.
False. No personal items should be on the table.
- T F 47. Walking slowly and purposefully creates an aura of authority and confidence.
True.
- T F 48. Men should keep pens, rulers, and pencils in their shirt pocket where they are out of sight.
True.
- T F 49. Criticizing the competition will increase your credibility with clients.
False.



KATHLEEN HARVEY HARSHBERGER

Ms. Harshberger is a graduate of the highly acclaimed and respected Protocol School of Washington®, and is a Certified Consultant and Trainer on Business Etiquette and International Protocol, as well as Etiquette for Children and Teenagers.

She holds a separate certification from that school as a Protocol Officer. A Protocol Officer is a trusted advisor and recognized leader in planning and orchestrating VIP visits, ceremonies, meetings and special events.

Kathleen was born in Ireland and raised in England and Scotland where she received her early education in a series of British private schools known for their rigor. She is an honors graduate of Radford University, where she majored in Theatre Arts. She went on to receive acclaim both as actress and director. As a Fellow in the distinguished Ford Foundation Leadership Development Program for Southern Leadership, Ms. Harshberger was trained intensively in leadership skills.

As Executive Director of the University Club of Virginia Tech, “a prestigious center for scholarly and social affairs,” she planned and presented over 300 high-impact formal and informal functions for the University community--many with an international flavor

One client noted, “Kathleen is a results-oriented, no nonsense trainer with strong people skills. She is sure to make a positive impact on any organization.”



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Richmond Region Brown Bag Session: Business Etiquette

Hosted by Hankins & Anderson
Presented by Jacquelyn Thomas

Synopsis:

Jacquelyn Thomas was gracious enough to offer her time for us at our March SMPS brown bag event hosted at Hankins and Anderson office in the Innsbrook Business Park in Glen Allen, VA.

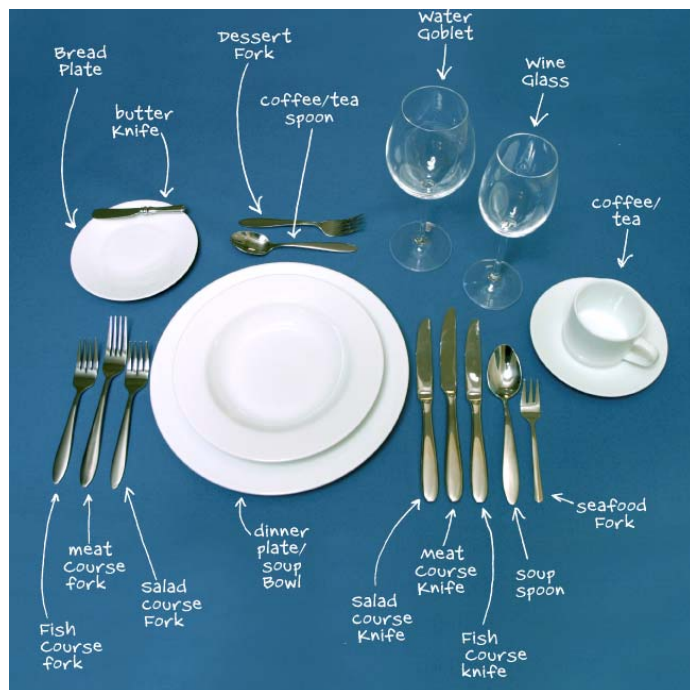
The session was brief but informative. Ms. Thomas spoke for about 15 minutes and then opened the floor up for questions for about another 25 minutes.

Here are her protocol and business etiquette tips:

1. wear your name badge on the right side (line of sight)
2. pause and assess the networking room prior to entering
3. stand for ALL introductions
4. the correct handshake connects "web to web"
5. greet people with a SMILE and EYE CONTACT
6. at business meals, fold your napkin in half and place it at your waist
7. NEVER start eating before your host/hostess
8. only items needed for dining should be on the table (no blackberry's, purses, etc.)
9. pass all food items to the RIGHT
10. your attitude defines who you are—and you only have 1 chance to make a first impression

A few questions that were asked related to email etiquette and cell phone etiquette. Ms. Thomas suggested that while there will always be times when you're confronted with a unique situation, the best option is always to be more formal than necessary. If it's not needed, you can always scale back. **Bottom line: It's better to be overly polite than to be outwardly rude.**

Jacquelyn Thomas, a certified consultant, is the owner and director of The Etiquette and Protocol School, LLC in Richmond, Virginia. Thomas is an experienced educator, owned and operated The Children's Center of Richmond, Inc., for thirteen years. She received training and certification as a Children's Etiquette Consultant and Corporate Etiquette and International Protocol Consultant from the Protocol School of Washington. [Email Ms. Thomas](#) or call her at 804.515.0483 or 804.264.8211. Visit her [website](#).



Workplace Etiquette and Generations at Work



*Susanna Theo, Founder
Photography by Art Louis*

At the Tidewater Affiliate Brown Bag Discussion on March 31, 2009 we had a guest presenter, Susanna Theo, founder of [Protocol and Etiquette Services](#). Our group of 10 heard a presentation about various dos and don'ts in the workplace, particularly important for marketers and business developers in today's multi-generational workplace. Items of interest included:

- Utilize handwritten thank you notes. They stand out and have more impact.
- Spell-check everything. When in doubt, double check! Don't ignore your Microsoft Word or email spell check.
- When networking:
 - ✓ First impressions- Posture, eye contact, handshake.
 - ✓ Handshaking- There is only one correct way to shake hands. Don't crunch bones, but give a firm shake. Two assertive pumps from the elbow is appropriate. If the other person doesn't shake properly (ex: only hands you their fingers instead of their whole hand), you can softly take your other hand and match the two hands together.
 - ✓ Eye contact- Look at the middle of the other person's forehead to appear as if you're looking into their eyes.
 - ✓ Presenting business cards- Don't hand them out until you build rapport with the other person. After you've made a connection, hand your card to the other person in a way that allows them to read the text while accepting it. When receiving a card from someone else, hold onto it until the person turns away- don't immediately pocket it.
 - ✓ Cocktail networking- Only one cocktail is the rule or don't have any at all. Make sure your mind stays clear so you can stay on topic and still represent your company well.
 - ✓ If you forget someone's name, it's never too late to ask them to repeat it. Chances are they might have also forgotten yours and appreciate the refresher.
- Generations at work:
 - ✓ When writing emails, address people by "Dear _____". Be sure to use formal names to acknowledge accomplishments, experience, etc. Be sure to use "Mr." or "Ms." until you're invited to address someone more casually. Never assume it's ok to call someone by his or her first name, which is considered more casual- not always appropriate for the workplace.
 - ✓ Everyone should keep in mind the things that are missing when emailing and texting- spelling, grammar, etc. This is not always the most appropriate way to communicate between the generations.