



## **Business Etiquette for Today**

**In the fiercely competitive business arenas of today, etiquette is one of the tools you need. While etiquette alone will not get you where you may want to go, it will give you that extra edge to make the difference between you and your competitor who is otherwise equally qualified.**

***Business Etiquette for Today* will empower you to present yourself with confidence and authority.**

**Topics that will be discussed are:**

- |  |                                  |
|--|----------------------------------|
| ❖ <b>Communication skills</b>                    | ❖ <b>Rising to the occasion</b>  |
| ❖ <b>Making an entrance and working the room</b> | ❖ <b>Remembering names</b>       |
| ❖ <b>The ultimate greeting</b>                   | ❖ <b>Conversation skills</b>     |
| ❖ <b>Introducing yourself and others</b>         | ❖ <b>Nonverbal communication</b> |
| ❖ <b>Eye contact</b>                             | ❖ <b>Handshaking</b>             |
| ❖ <b>Forms of address</b>                        |                                  |

**NOTE: This seminar includes role-playing exercises. Each participant is provided a workbook to keep as a reference guide.**

### **Present Yourself with Confidence and Authority**

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