



# Social & Business Etiquette

- Target Audience Managers, Executives, Front line supervisors, Clerical staff, etc...
- Date ...
- Time ...

## Resource Person

### Dyan Seneviratne

- Dyan was adjudged *"All Island Best Speaker"* [English] 1996; Vice President Dubai Toastmasters Club 1997. Elected 'Toastmaster of the Year' in 1996 & 2003 by Colombo Toastmasters' Club.
- Dyan is also a writer whose monthly contributions appear in MOTOR, Esteem and LMD

## Learning Objectives

- **Basic Social Etiquette**
  - Professional presence
  - Projecting the corporate image
  - Professionalism – in all its forms
  - First impressions
  - First Contact – Introductions
- **A B C of Introductions**
- **Self Introductions**
- **Shaking Hands**
- **Successful Encounters – the art of making 'Small Talk'**
  - How to Start a Conversation
  - Some Safe Topics
  - Topics to Avoid
  - Closing a Conversation
- **Business & Social Dressing**
  - Men's Clothing – to stand out
  - Shirt, Tie, Socks, Pants, Shoes, Blazer / Jacket
  - Minimum jewelry – good quality watch & pen
  - Grooming – Hair, nails
  - Dress Code – Formal attire; Smart casual
- **Social behavior, moving around at a Cocktail Function**
- **Etiquette for successful Meetings**