

## JUNE 2010 NEWSLETTER

### *A Note From Shelley,*

So hard to believe it's June-graduations, Father's Day, vacations and more. Even though we are surrounded by a more casual work environment in the warmer months, some thoughts about business etiquette for the 21st century. So many times we find ourselves in situations that beg the questions "Should I shake hands or not?"

### *Shaking hands with skill:*

Handshakes are the physical greetings that go along with your words and they're an important part of the first impression you make - good or bad.

The essential skills of good manners are critical to advancing your career. People around you will appreciate your graciousness and follow your lead. Your grace in the work place will lend an air of professionalism to the workplace that others will emulate and that employers will reward.

### *You're expected to shake hands in the following situations:*

- When meeting someone for the first time
- When renewing an acquaintance
- When a client, a customer or someone you don't know well enters your office
- When greeting a host and being introduced to people at an event
- When meeting someone you already know outside work or in your home
- When ending a transaction or leaving a business or social event

### *A handshake requires the following:*

- Hold out your hand - extend your right hand
- Grasp the other person's hand - not too loosely or too tight
- Squeeze firmly - shake twice
- Let go

Your total body language is equally important. Remember direct eye contact-give the person your with undivided attention. Smile-it immediately conveys a positive statement. Posture-put those shoulders back, show your confidence.

Amazing how we DON'T get it right. If you have not practiced your handshake



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recently, you might want to review it with a friend-someone who will give you an honest feedback.

Etiquette and protocol really do count in the business world. No matter how brilliant an associate may be, if you lack social grace, you will make a bad impression on clients and business associates.

Curious about best business practices? Not sure what your body language says about you? Call **Shelley** at 614-325-8550 for a free initial consultation.

Please feel free to pass this newsletter onto your friends.

## [RESOURCES](#)

[www.shelleym.myarbonne.com](http://www.shelleym.myarbonne.com)

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All the best,

***Shelley***

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