



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**