



Finesse Worldwide, Inc.

Social Skills Training for Personal & Professional Success

FINESSE for Success

F	Finished Appearance
I	Impactful Introductions
N	Nice Table Manners
E	Electronic Etiquette
S	Social Skills with Charisma
S	Small Talk to Build Rapport
E	Etiquette in the Office and While Traveling

Topic	Presentation Points
Finished Appearance	<ul style="list-style-type: none">• According to others, we ARE how we look. Messy and/or dirty cloths say we have low self-esteem, mismatched or wrong types of clothing says we are not in tuned with others and are not detailed oriented, “crazy” clothes says we need attention.• Make-up for women – research shows others’ perceive you as more credible, likeable, and better at your job.• Do dress based on business environment and like the job you WANT to have. Buy a few well-made clothes even from consignment shops.• Don’t take business casual too far and women don’t wear clothes that might be seen as inappropriate.
Impactful Introductions	<ul style="list-style-type: none">• 55% of influence is based on appearance, body language, 38% based on HOW you deliver your message and only 7% is on WHAT you say.• Threshold effect – People determine if they like you, trust you and want to do business with you.• Make a great first impression with:<ul style="list-style-type: none">• Smile• Confident handshake• Eye contact• Actively listen

Topic	Presentation Points
Nice Table Manners	<ul style="list-style-type: none"> • Before the meal: <ul style="list-style-type: none"> • Allow client/boss to order first then follow his/her lead and don't order too expensive or too cheap. • Assess silverware to know what you are having. Use silverware from the outside going in toward the plate and use the "b and d" rule. • During the meal: <ul style="list-style-type: none"> • Don't text, call or surf and leave electronic devices off the table. • Keep jacket on and don't talk business at dinner until after dinner. Don't order alcohol unless they do. • Keep elbows off the table until after dessert, put napkin in lap (in chair when leave during meal), use silverware properly and don't share food during business. • After the meal: <ul style="list-style-type: none"> • If you're the host pay for the meal. If guest offer to pay. • Place silverware at 10:00 and 4:00, don't touch plates, and when leaving put napkin slightly folded to the left of plate and push in chair. • Thank the host and/or guest for coming.
Electronic Etiquette	<ul style="list-style-type: none"> • Cell phones: <ul style="list-style-type: none"> • Put away during meetings, meals and when talking to others. Do not answer when in conversation. • Emails/Texts: <ul style="list-style-type: none"> • Skip acronyms and abbreviations unless they will understand. Use proper grammar and punctuation. • Write differently based on who you are talking to. Your written word says a lot about you. Think of the tone and intent of your message before sending. • Social Media: <ul style="list-style-type: none"> • You are crafting your image for others so only put things you wouldn't be embarrassed if anyone saw. • Keep business and personal separate. • Google yourself often to see what your social media footprint says about you!

Topic	Presentation Points
Social Skills with Charisma	<ul style="list-style-type: none"> • Be on stage when meeting new people and in meetings and parties. Smile and act energized and be engaging. • Charisma means to show sincere interest in those you are with in that moment. Listen and show empathy and provide help or assistance as needed. They will remember how they felt when they were with you and not what you said. • In social situations like cocktail parties eat before you go because its about the networking not the free drinks. Hold drink in left hand, don't bring a purse or anything to carry except business cards. • Do research on those attending if possible to make connections personal.
Small Talk to Build Rapport	<ul style="list-style-type: none"> • People like to be with and do business with those people who are like themselves. Try to mirror their style, energy and way of talking. Use the NLP technique. • Give your full name and company information when appropriate. Forget someone's name? Be honest or introduce yourself to them. Introduce others by saying the name of the most honored person first. • Be real, considerate of the conversation and include others, and don't talk about boring or controversial subjects. • Small talk is like a tennis match. The conversation should go back and forth over the net so when you answer a question ask a question. Be engaging in your answers but not too personal. Ask open ended questions to bring others out. • Give sincere complement, don't complain about anything, and avoid gossiping.
Etiquette in the Office & While Traveling	<ul style="list-style-type: none"> • When traveling aboard or working with people from other countries learn about their culture and way of doing business. You will be more respected and have a easier time negotiating and doing business. • When traveling with co-workers be prepared and professional at all times. Keep a positive attitude and be mindful that everyone is watching what do you especially after hours. • In the office remember that you are part of a team and your attitude and actions should reflect that. This means be on time to meetings, put your devices away, limit extra noise and smells that distract others.