



# The Building Blocks Series

Private Consultations (1 hour sessions)

These one-hour private consultations are for anyone who wants to develop their social skills and polish their professional image. The information applies to those with front line responsibilities as well as middle managers or new graduates preparing for interviews. Anyone who is returning to work after a long hiatus or someone changing careers would also benefit.

When it comes to success in modern business, confidence is key. Knowing what is expected and accepted behavior for every business and professional situation is vital. There's more to personal presence than an expensive suit- grooming, posture, poise and attitude all play important roles. Knowledge about how to present yourself professionally helps give you a powerful edge over the competition.

\*Sessions include 1 hour private one on one consultation plus practice exercises and reference materials.

## ***Session 1- Professional Presence***

- Understand how “civility” helps individuals achieve professional goals.
- Handle any situation with increased confidence and leave a more positive first impression.
- Practice proper introductions, handshakes and use of business cards.
- Evaluate your strengths and weaknesses: how do others see me?
- Understand the cost of rudeness to business.

## ***Session 2- Professional Dress and Decorum***

- Have a professional presence- Know how to dress and how to conduct yourself.
- Understand what “professionalism” means in relation to appearance and attitude.
- Understand the impact of professional dress and decorum including aspects of:
  - \*What is “business appropriate”
  - \*Clothing style and “fit”
  - \*Managing your body image
  - \*Powerful color choices
  - \*Lasting hair “affairs”

- \*Good “scents” and when less is more
- \*The cell phone is not a flattering accessory- so what is?
- \*Behaviors that undermine a professional appearance

- \*Dressing appropriately in “mixing” situations

### ***Session 3- Communicate with Courtesy***

- Consistently exhibit the characteristics of a courteous professional.
- Master the nuances of non-verbal communication.
- Project a positive attitude through word choices and tone of voice.
- Understand the non-verbal message you’re sending and utilize posture and stance to communicate more effectively.
- Practice the basics of written correspondence including letters and thank you cards.
- Avoid “phone fury” by handling yourself effectively on the telephone and properly utilizing voicemail, cell phones and pagers.
- Master the “invisible” impression you send through written and electronic correspondence.

### ***Session 4- Representing Your Company with Grace and Charm***

- Learn business practices that make others comfortable.
- Understand how miscommunications happen and learn how to prevent them.
- Adapt your communication style to any audience.
- Build long-standing, productive interpersonal relationships.
- Learn how to respond with respect and tact when others are offensive.
- Communicate more concisely.
- Gender sensitive do’s and don’ts.

### ***Session 5 - Mixing Business & Pleasure***

\*This session is for anyone who interacts with higher ups or clients in mixing, dining, or networking situations.

*\*Sample session over lunch*

(Soup & rolls, Entrée and Dessert)

- Choosing the restaurant/Making reservations
- Meeting/Greeting/Seating guests
- Menu Selections
- Napkins and use of utensils

Soup is served

- Eating bread and buns
- Proper way to eat soup
- Passing etiquette
- Use of condiments

Entrée is served \* wine service option

- Continental versus American style eating
- Eating difficult foods
- General dining etiquette
- The art of conversation

- Basic wine etiquette
- Dessert and coffee are served
- Toasting
- Paying the bill and tipping etiquette
- Mixing business and pleasure
- Schmoozing etiquette

### ***Session 6- Courteous Client Services***

- Define customer service- what is your personal/professional policy?
- Discuss service issues and problem solving techniques.
- Deal effectively with client issues and difficult clients.
- Maintain your composure in stressful situations.
- Evaluate the four key factors related to integrity and ethics as they apply to your workplace.
- Handle yourself competently in meetings.
- Make and follow through on productive decisions.

### **Fees and Terms:**

- In Good Company suggests the sessions be presented in a consecutive series. We suggest one session per week for six weeks. Please schedule 1.25 hours per session.
- Fees are \$165.00 plus GST per session or \$799.00 for the series.
- Terms are 50% deposit payable at the first session and the balance due the day of completion of the last session. Handout and practice materials are provided.
- In Good Company is available to do the sessions in-house or at a location chosen by the client. Sessions 2 and 5 are most effective presented off-site.

**Please contact [inquiries@civilityexperts.com](mailto:inquiries@civilityexperts.com) to book consultations.**