

## Professional Presence

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### Program Description

Are you confident you can navigate social and business settings with presence and savvy? Many of us are not as knowledgeable as we'd like to be about proper conduct in formal and informal situations. This is important because we are continuously presenting ourselves, our unit or department, or our company as a whole to others. Demonstrating proper manners and behavior is not as inherent as some may think. It is a learned skill. A persuasive, professional presence helps showcase competence and confidence, gain needed cooperation, and motivate others to buy in to ideas and recommendations.

### Participants will learn the answers to the following questions and more:

- Who should initiate the handshake?
- What do you do when your hands are clammy or cold and you need to shake someone's hands?
- Should you feel obligated to give or receive kisses on the cheek?
- Whose name is mentioned first in introduction, a younger person or an older person?
- What about a person with a professional or official title (e.g., Professor Collins) or a person of unequal rank or age (e.g., your mother)?
- Are there techniques that can help you remember names?
- What do you do if you can't remember the name of someone you've met before?
- What do you do when a conversation begins to wane?
- What are safe subject areas for small talk?
- Who should you greet first if you arrive late at a function or activity?
- What silverware do you use and when at formal affairs?
- What's the appropriate behavior for navigating a receiving line?
- What's the protocol for using business cards?
- Did you know that the o.k. sign in the American culture is taboo in some others?

**Maximum participants:** 15

**Program length:** 1 day