



Professional Presence Training And Workshop

Subjects Covered:

Handshaking & Greetings	Business Receptions and Meals
Introductions	Business Travel
Receptions	Effective Correspondence
The Business Meal	Gift Giving
Clients in Your Office	Presence and Awareness
Business Card usage	Body Language
Telephone Skills	Electronics Usage

Greetings

- First impressions
- Types of handshakes
- Demonstration with audience participants

Introductions

- Client to Colleague
- Superior to Client
- Colleague to Colleague
- Introducing yourself
- General other introductions

Audience participation is encouraged with role playing. Role Playing is very important to our learning process and we offer time to run through some scenarios. Body language and handshaking are demonstrated.

Receptions

- How to work the room
- Drinking
- When to eat and how
- Meeting attractive people/ Flirting
- Business Cards - when to ask for one/when to offer yours
- What to talk about/ what not to talk about
- What to do with rudeness

Clients In Your Office

- Inviting a client to your office
- Meeting your client in the office
- Where to sit
- Serving refreshments
- If others join you in the meeting
- Follow up after the meeting

Presence, Awareness And Body Language

- Stance and power
- Eye contact
- Using your smile
- Where to put your hands
- Common faux pas when dealing in international arena

Business Card Usage

- How to give your card
- When to give your card
- Asking for someone else's card
- Using business cards as calling cards

Telephone Skills

- Calling someone you know
- Calling someone new
- Leaving messages
- Making appointments over the phone
- Taking messages

Business Receptions And Meals

- Receiving lines
- Host and Hostess Duties
- Eating and drinking
- Extending the invitation
- Accepting the invitation
- Small talk and other conversation skills
- Dressing appropriately
- Toasting
- Guests of honor
- Giving a toast
- What to say
- Responding to a toast
- When to make the toast
- Seating charts
- Seating the Guest(s) of honor
- Hosting a client at a lunch or dinner

- Extending the invitation
- Making the arrangements at the restaurant
- Meeting guests at the restaurant
- Seating your guests
- Appropriate conversation
- When to bring up business
- Ordering drinks / Offering drinks
- Ordering food
- Paying the bill
- Tipping

Business Travel

- Traveling with your business superiors
- Traveling with your client
- Limousine travel (where to seat your client, etc)
- Corporate jet travel

Effective Correspondence

- The first letter to a client
- Thank you notes
- Forms of address
- Addressing the envelope in different situations
- Invitations - extending and accepting

Gift Giving

- Accepting Business Gifts (also - when to open)
- Giving Gifts - what, when, what circumstances.
- Wrapping Gifts - (Colors and Paper)