

Tero International Business Etiquette Tip Sheet

- **Handshake:** Web to Web. Handshakes begin with eye contact, lining up in a shoulder to shoulder stance and then the clasp, maintaining eye contact and a smile.
- **The “Henry Kissinger” Technique:** This is where you begin a brief conversation with a handshake, introduce yourself by saying, “Hello I am....”, or “Your Name....”, listen to their name in return, and quietly take in the interaction. Then talk a bit (open ended questions work well) and when it seems appropriate say, “Excuse me, I have to....but it has been so wonderful speaking with you.” You could also say it has been great to see you, have this chat, I am so glad I had the chance to talk with you etc. Then close with a wonderful handshake. This encapsulates the short conversation and dignifies it, makes a chat significant. You will be remembered as taking time with others and appear very polished and confident along with your natural warmth. This helps build great relationships while allowing you to move through a room networking. Keep to the script- avoid talking more than the other person, and/or qualifying what they tell you.
- **General Introductions:** Prior to introducing, think of something you can say about each person that will help them connect. Say the name of the most important person first, followed by, “I would like to introduce to you....” and then say the name of the other person. Tell a little bit about each person and then they can begin their conversation.
- **Networking, Making an Entrance:** Think about the event prior to going into the environment. Ask for the list of who is going to be there if you can and visualize. Determine three (or appropriate number) key people you want to make sure you have conversations with. Walk in the door and step to the side and pause. Take in the room and breathe. Notice where things are. Then begin working through the room, calmly going toward one of your key people to have a conversation. The key people may be everyone from out of town etc., or anyone you want to make sure to speak with. The occasion will determine who. It just helps to develop this agenda prior to beginning networking, even if you cannot get to someone on your list.
- **Networking, Inclusivity:** If you are speaking to someone and someone is waiting at your side to speak with you, keep eye contact on the person you are speaking with but shift your posture to include the other person. Then when conversation stops say “Excuse me, look who is here.” Or, “Excuse me I want to introduce to you...” Welcome the new person in and introduce them to who you have been speaking to.
- **Networking, Be Social:** If you are waiting to speak with someone wait naturally and confidently. Approach groups of three or more if at all possible, wait for a lull, and enter shaking hands with the first person you make eye contact with, stating your name.

- **Greetings:** Always greet your host upon arriving, and thank your host prior to leaving. “Hello. We are so glad to be here, how are you?” or “I felt so honored to be invited to this...” upon arriving, and saying, “Thank you so much for a wonderful event” or “We so appreciate your wonderful hospitality,” upon getting ready to leave.
- **Posture:** Neuro Linguistic Programming has proven people trust symmetry. Practice standing with your arms open, hands relaxed at your side, knees flexed, feet about eight to ten inches apart. Seated posture is effective symmetrically as well. Always rise if seated if someone comes into your presence to greet and shake hands.
- **Podium Etiquette:** Always wait at the podium to shake hands with whoever follows you. Ask whoever introduces you to do that as well.
- **Napkin Etiquette:** Pick it up, two fingers on a fold and unwrap under the table, fold at your waist. When introduced, leave it on your chair.
- **Preparation:** Take a few minutes prior to being introduced to get yourself mentally and physically ready. Put yourself in a symmetrical seated position rather than crossed legs etc. Place your napkin on your chair. Always think, who can I thank, or what compliment can I pay the audience before I begin.



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