



The Etiquette Essentials Guide

A Quick Guide to Mastering the Moments that Matter

FIRST IMPRESSIONS

Make them count.
Stand tall, smile genuinely, and offer a confident handshake or appropriate greeting.
Use names when introducing yourself or others.
Maintain good posture and eye contact - it shows respect and confidence.

Connection starts with courtesy.
Let others speak - listen more than you talk.
Avoid interrupting and steer clear of gossip or polarizing topics.
Be present: put your phone away during real conversations.

POLISHED CONVERSATION

DINING GRACEFULLY

The table tells a story.
Wait until everyone is served to begin eating.
Use utensils from the outside in; napkin on your lap.
Excuse yourself politely if needed - never announce a bathroom break.

Your manners go online, too.
Respond to emails within 24-48 hours when possible.
Be mindful of tone - what's polite in person can sound curt online.
Mute when not speaking in virtual meetings, and dress appropriately (yes, even on Zoom!).

DIGITAL DECORUM

THOUGHTFUL TOUCHES

Courtesy is in the details.
Always say thank you - in writing when it's meaningful.
RSVP promptly, and stick to your commitment.
Giving a gift? Choose something personal, not based on price.