

GETTING AHEAD WITH
ETIQUETTE, FAMILY EDITION

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Tina Hayes

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DEDICATION

To all that believe that Dreams Do Come True...

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To all of the readers and my students: Always Strive to Be the Best You Can Be and may this book help you accomplish your goals.

Dreams Do Come True...

Tina Hayes



INTRODUCTION

WHY ANOTHER ETIQUETTE book? Etiquette, good manners and decorum are an integral part of life. Can you imagine a society without decency? I can't! Proper etiquette will always matter!

Etiquette is set of guidelines for politeness and good manners, the kindnesses with which we should always treat each other. It is important because it implies polite behavior and helps build relationships with people whether at home, a family reunion, dining out, special occasions like a wedding, or when we're traveling. How we interact with strangers begins with how we interact with our family at home. Proper etiquette is a way of showing respect to other people, and in turn they will show you the same proper respect.

This is the 21-century "must-have" etiquette reference guide for every household. My main purpose for writing this book is to provide the tools and knowledge to help you navigate through life properly by following the establish rules and traditions governing good manners and common courtesies. This book will educate, empower and motivate individuals, both young and old, male and female, to be the best they can be and to always show the highest respect when interacting with others.

Knowing proper etiquette promotes confidence and helps one feel self-assured. I would like for my readers to understand the power of “etiquette” and “decorum,” specifically in the way in which they are viewed by others, and how they interact with their family, peers and people in the community.

This comprehensive, interactive, and easy to read book is for the entire family. I have covered numerous topics relating to proper etiquette and life skills. The book includes topics of interest for every member of the family. For men and the sports enthusiast: good sportsmanship, golf and gym etiquette. Women will enjoy the chapters on grocery store etiquette, tea parties, Christmas shopping, and spa etiquette. The children may get a kick out of reading about Halloween and camping etiquette or eating out at restaurants. By implementing the basic and simple concepts outlined in each chapter, readers will be able to properly navigate a variety of social and dining settings.

CHAPTER 1



THE ROOTS OF ETIQUETTE

WHAT IS ETIQUETTE?

WEBSTER'S DICTIONARY DEFINITION of Et-i-quette: *1. the forms, manners and ceremonies established by convention as acceptable or required in social relations, in a profession, or in official life; 2. the rules for such forms, manners and ceremonies.*

Therefore, etiquette is a set of social rules we live by to show respect toward others and ourselves. In its most simplistic form, etiquette can be defined as “The rules that guide people’s behaviors.”

ETIQUETTE IS NOT

- Some old-fashioned set of rules that is not needed or used anymore.
- Something that is taught only in finishing schools.
- A set of behaviors associated only with dining.

SOME HISTORY ABOUT ETIQUETTE IN AMERICA

Much of today’s formal etiquette rules originated with King Louis XIV in the French royal court during the 1600s and was later

adopted by many other societies around the world. King Louis XIV did not appreciate people walking on his lawn and through his garden during his parties; therefore, he had signs or tickets posted everywhere to guide his guests as to where to walk and how to conduct themselves at his functions. These signs and tickets were the beginning of Etiquette.

Not only was George Washington the first president of the United States, he also held the title of the *Father of American Etiquette*. During his teen years (around 16), he wrote a list of etiquette rules. These were based on maxims (short statements expressing general rules of conduct) from France and England. Known as the *Rules of Civility*, Washington's list of 110 rules outlines proper behavior for people in the company of others. Note the following sampling and how these rules are still applicable today:

- Rule #22 – Show not yourself glad at the misfortune of another though he were your enemy.
- Rule #71 – Gaze not on the marks or blemishes of others and ask not how they came.
- Rule #97 – Put not another bit into your mouth till the former be swallowed. Let not your morsels be too big.
- Rule #105 – Be not angry at table whatever happens, and if you have reason to be so, show it not; put on a cheerful countenance especially if there be strangers, for good humor makes one dish of meat a feast.

The renowned Mrs. Emily Post published a book titled *Etiquette* in 1922. She has since been recognized as America's foremost authority on etiquette. For many, her name is synonymous with etiquette.

ETIQUETTE EQUATES TO RESPECT

Most of us have been taught to ...

- Say “thank you” when someone does something for you.
- Cover your mouth when you cough.
- Say excuse me when you bump into someone.
- Shake someone’s hand when you meet them.
- Place your napkin in your lap.

Most people have learned that the above gestures are the Proper and Polite things to do to show respect for others and to behave in a respectful manner; however, it goes much deeper.

Etiquette is more than a list of rules that tell us how we should behave, it is about Consideration and Respect. You should always be considerate of others and treat others with the highest degree of respect. The “Golden Rule” states that we should treat others the way we want to be treated. Treating people with respect makes our world a nicer place to live in, at home with family, in the workplace, and in our communities.

PROPER ETIQUETTE WILL

- Change the way people view and treat you.
- Help you gain the respect of others.
- Build self-esteem, self-confidence and self-respect.
- Teach you how to behave and help you feel at ease in a variety of environments, including Social, Dining, Networking and Professional settings.
- Help you feel more comfortable around people of varying social backgrounds.

Respect Self-Evaluation – This short quiz is intended to give you some insight into yourself and how you respect others. Take the quiz without judgement and see where you can improve.

1. Do you follow the “Golden Rule,” and treat others the way you want to be treated? Y S N
2. Do you think about how your behavior may influence other people? Y S N
3. Do you feel it is your duty to point out other people’s faults? Y S N
4. Do you value other people’s opinion? Y S N
5. Do you let other people give their opinions? Y S N
6. Do you treat other people with courtesy and respect their property? Y S N
7. Do you pressure someone to do something he or she doesn’t want to do? Y S N
8. Do you acknowledge and honor other people’s opinions and beliefs? Y S N
9. Do you mock people or talk behind their backs? Y S N
10. Do you deliberately ridicule, embarrass, or hurt other people? Y S N

Y = Yes S = Sometimes N = No

“Respect people’s feelings even if you don’t understand or agree with them; it may not make sense to you, but it could mean everything to them.”

~Unknown Author



Chapter Quiz – The Roots of Etiquette

1. What is Etiquette?
2. Name three (3) things Etiquette can teach you.
3. Which of these items show respect and proper Etiquette?
A) Shake someone’s hand; B) cover your mouth when you cough; C) Place your napkin in your lap at a meal; D) All of the above.

What changes will you make based on this chapter’s etiquette guidelines?

Chapter Highlights

CHAPTER 2



FAMILY ETIQUETTE

THE FAMILY IS a group, a collective of individuals who are not only biologically connected, but also connected by values, beliefs, emotions and love. Most members of a household cherish each other and are willing to do almost anything for one another. These family dynamics set the stage for how we interact with strangers, friends, colleagues and ultimately everyone we come across.

It is important to understand that even in the privacy of your own home around people who have seen you at your very worst, proper conduct and etiquette must still be upheld. Instilling good manners and simple respect is important within the family unit and helps children grow into respectable, well-balanced and poised adults.

Children are growing and maturing daily, and are exposed to a variety of behaviors and manners. Therefore, it is important to teach them proper etiquette so that when they leave the nest they continue to use the tools you taught them at home. Since children mirror the behavior of their parents, it is important for parents to set the example and instill the good manners they want their children to display. As a parent, think about how your actions are influencing them and teaching them proper behaviors.

Family etiquette does exist and should be practiced regularly in the home. My mentor, Mrs. Peggy Newfield, president and founder

of The American School of Protocol, has provided these general rules for family etiquette that should be respected and followed.

- **Greet your family.** Greet family members when they awaken in the mornings; say good night to them in the evenings. Ask them about their day, and listen intently.
- **Get rid of the “me” attitude.** As I stated earlier, the family is a close-knit unit and it is not just about “you” the individual. Learn to put others before yourself. You will go far by often putting others first. Consider this, “How would I treat this person if they didn’t have long to live?”
- **Do your share of the work to keep your house clean.** Make sure to pick up after yourself. It is not the responsibility of other family members to clean up your mess. To the children, your mother is not your personal maid, thus pick up after yourself. It is everyone’s job to make sure the house is tidy and well kept. Make your bed daily and put things back in their proper places after you use them.
- **Knock on closed doors.** If a door is closed, do not barge into the room because the person behind the door is a relative. Respect that the closed door symbolizes privacy. Before entering, gently knock and await permission to enter the room.
- **Ask before you borrow things.** Do not assume that because the object belongs to a family member it is OK to use without permission. Ask to use things that are not yours, and if you are denied permission, respect the owner’s wish. Remember the “Golden Rule.”
- **Do not go through other people’s things.** Never go through someone’s private possessions; this includes mail, email, diaries, journals, wallets, trinket boxes, etc. Everyone is entitled to their own privacy. Disregarding one’s privacy

not only displays poor manners, it betrays the owner's trust.

- **Eat meals together.** Family meal time is not just a time to gulp down food. These times should be special. Engage in nice conversation, talk about your day and ask others about theirs. Meal time is a time to get away from the stresses of the day and enjoy family. Cherish the time and don't let family dining become a lost art. Dinner time not only provides an opportunity to connect and share the highlights of our day, it is also the place where manners and dining etiquette is taught. In days gone by, a mother could be seen demonstrating to her children the proper way to cut food and a dad, most often, could be heard scolding his son for not washing his hands before arriving at the table.
- **Keep family affairs private.** Family members share a lot of intimate details within the household that should not be shared publicly. Keep private discussions such as money, or a sibling's behavior and bad habits, at home and do not discuss them publicly. Another good time to think about the "Golden Rule."

Your family is your base! Love and respect each other and always remember it is not only about you ... it's about respecting the rights of everybody in the house. The only way to make it work is to respect each other!

"Consideration is the basis of etiquette, and it starts at home. If you can't show consideration to your spouse, child, or family member, any consideration you show outside is shallow and a farce."

~Chinha Raheja

Chapter Quiz – Family Etiquette

1. You gave your sibling a gift. Can you use it at any time?
(T/F)
2. List a couple of conversation topics to discuss at the dinner table.
3. When should you greet your family?

What changes will you make based on this chapter’s etiquette guidelines?

Chapter Highlights

CHAPTER 3

FAMILY TRADITIONS

FAMILY TRADITIONS CAN be as simple as passing down a recipe for a pound cake, or as elaborate as a family reunion comprised of relatives from around the country, to taking over a family business.

My family stresses strong Christian morals and values close family ties. Some of our traditions include weekly Sunday dinners, yearly Easter egg hunts, game nights, and gathering on Christmas Eve. These customs bring us closer together as a family. They also provide opportunities for the elders to share family history and genealogy.

It's important to preserve family traditions, which help bridge the gap between generations and create a sense of identity. The digital age has made it easier to record family histories through photos and videos, but there is nothing like an after-dinner story that brings the family together. Technology is good, but we cannot let it take the place of personal contact. Passing down family practices from generation to generation creates fond memories, strong traditions and cherished events, and helps maintain family bonds. Value these family experiences and hold them close to your heart.

While on the subject of family traditions, I invite you to consider the **values are you passing on?** Life skills and values that are taught through training, love, and by example, are instrumental in

molding your child's manners and decorum. Here are a few fundamental values to contemplate to facilitate strong social graces:

- Respect for elders.
- Conversational courtesies.
- Good behavior at home and in public places.
- Showing outward appreciation for others.
- Dining decorum.

Emphasizing good family values not only cultivates respectable social acceptance, but it also contributes to creating an honorable family heritage.

CHANGING FAMILY TRADITIONS

On the other hand, you might have family traditions that you deem unreasonable, and put too many demands on you and other family members. A word of caution: Not honoring or changing long-standing family traditions can be stressful and challenging. Handle these decisions with caution. Show discretion and make the needed changes with the help of others and ensure that all family members are involved in the decision-making process. Finally, offer alternative suggestions and be open to the ideas of others.

Family traditions provide an avenue for carrying on values and communicating with future generations. Cherish those special moments!

“If there are to be rules, they must be articulable and defensible, like etiquette. I do not do anything simply because my family did it. I do things because they make sense, and because they are elegant.”

~Kathleen Rooney

Chapter Quiz – Family Traditions

1. Can family traditions be changed? (T/F)
2. Why is it important to preserve family traditions?
3. Name one family value that can be passed on.

What changes will you make based on this chapter’s etiquette guidelines?

Chapter Highlights

CHAPTER 4



FIRST IMPRESSIONS

HAVE YOU EVER bumped into a friend that you had not seen in over five years and the first words uttered from their mouth were: *“Please excuse the way I look, I know I look a mess, however I usually don’t look this way. I was just making a quick stop at the store, hoping not to run into anyone, and of course I would ...”* Sounds familiar?

WHAT DO CERTAIN THINGS SAY ABOUT A PERSON?

A dirty house versus a clean house. A well-kept yard. A business suit versus a sweat suit. A man’s close-shaved hair cut versus dreads. A filthy vehicle versus a clean car. Loud music blaring from a home or car radio. Visible tattoos. Facial piercings.

It is not always true that first impressions of people are accurate reflections of who they really are. People often form impressions of others within the first seven seconds of initial contact. It is part of our human nature to quickly assess and draw conclusions about people and situations. Whether it is fair or not, the following is a common listing of some of the things you are judged on:

- Clothing and your overall appearance
- Hairstyles
- Speech and your communication skills

- Posture
- Demeanor
- Confidence level
- Dining decorum
- Handshake
- Tangible items (house, car, jewelry)
- Profession/job title

Given the fact that how you look, speak, carry yourself, and dine, all play a major role in another person's perception of you, my advice is to always look and act appropriate for "the occasion." Depending on the venue, how you present yourself may be different in various surroundings. The way you dress and carry yourself is likely to change in business environments versus family settings. For example: The lighter and fun side of your character will likely surface more when you're around close friends and family members.

Are you one that can easily change into someone else? During the day are you the reserved Mr. or Ms. Professional, and in the evenings, you become the outgoing and carefree Mr. or Ms. Socialite? How much of your personal characteristics do you allow others to see? It is OK to portray a different side of your personality, *just keep in mind that you never know who you will run into when you're totally out of character.*

PUTTING YOUR BEST FOOT FORWARD

There is a saying that has been used for a long time: "First impressions are lasting ones, so make them count!" Make it your GOAL to leave a positive first impression. In doing so,

you will build a respectful reputation and a network of quality connections.

FIRST IMPRESSIONS ARE FORMED FROM YOUR OVERALL APPEARANCE AND DEMEANOR.

Someone once asked, “Why are first impressions important?” The answer is simple: *You never get a second chance to make a first impression.* The following list will help you pinpoint areas that you can control in helping make a good first impression:

Clothes:

- Make sure your clothes are clean, pressed, and fit properly.
- Dress appropriately for the occasion.
- Wear clothes that you feel good in; it will boost your self-confidence.

Hair:

- Make sure your hair is washed and neatly combed.
- Style it appropriately for the occasion.
- Odd colored hair can sometimes send a negative message.

Speech:

- Enunciate your words clearly.
- Commit to expand your vocabulary on an ongoing basis.
- Pay attention to the way you articulate or form your words; improve where you can.
- Limit the use of slang and use it **ONLY** when appropriate.

Approachability:

- Smile. A warm smile has a pleasant effect on others.
- Be friendly and approachable.
- Speak to others in passing.

Posture:

- Sit and stand respectfully.
- Do not look at the ground. Hold your head up.
- Do not slouch when you sit.
- Walk and stand with confidence; proper upright posture conveys confidence.

Self-Presentation Skills:

- Extend a proper handshake.
- Genuinely smile.
- Make direct eye contact.
- Control nervous gestures (nervous knee bouncing, pen clicking, playing with your hair, scratching, nail biting or cracking knuckles).

It is a known fact that **“sometimes in life you are going to be selected, or you are going to be passed over just because of the way you look and the way you present yourself to others.”** If you do not have powerful self-presentation skills, (appearance, posture, demeanor) you may not be given an opportunity to show your other strengths (intellect, interpersonal skills). Consider the scenario of going on a job interview for a professional office position and showing up inappropriately dressed in a T-shirt, jeans and beach

sandals. Before you even had the opportunity to speak, you are judged on your attire and overall appearance. Do you think you would pass the “appropriate dress test?” *I don’t think so.*

A foremost consideration in people’s perspective of you is your overall appearance. **How you look to others depends on What you wear and How you wear it.**

YOUR CLOTHING FORMS STATEMENTS ABOUT YOU.

- I’m Outgoing.
- I’m Conservative.
- I’m Fashionable.
- I take pride in how I look.
- I’m Sexy – flirtatious.
- I’m an Athlete.
- I’m a Business Professional.
- I just don’t care.

Our society places a lot of emphasis on clothing. Consider how the Oscars and Grammy Awards host special programming on what celebrities’ wear to their events. Magazines are even known to devote a full issue on what was worn at certain events. Given these facts, I don’t want you to assume that you need to invest in expensive clothing or accessories to make a good impression. However, it is important that you look your best at the appropriate times. Dress appropriate for special occasions, work and school. Everyone’s style is different. Some of us frequently wear suits and ties, high-heel shoes, and the latest fashion; others wear jeans and casual attire. When it comes to appropriate dress attire, be your own candid critic. I advise my clients to invest in a **Full-Length Mirror**

and Look in the Mirror Daily before presenting themselves to the world. Check yourself daily in the mirror before leaving home. Ask yourself these questions:

- What message do I want to convey (professional, outgoing, casual, etc.)?
- Do my clothes fit?
- Are my clothes clean and pressed?
- Do I feel comfortable and feel good in what I have on?
- Is this really appropriate for the occasion?
- Am I revealing too much? Am I revealing my underclothes?
 - Underclothes should not be seen by the general public. That is why they are called “underwear.”

Focus on that first impression and remember *you never get a second chance to make a first impression.*

“Don’t reserve your best behavior for special occasions. You can’t have two sets of manners, two social codes - one for those you admire and want to impress, another for those whom you consider unimportant. You must be the same to all people.”

~Lillian Eichler Watson

Chapter Quiz – First Impressions

1. How long does it take for people to form a first impression of you?
2. Name some of the kinds of things people will judge you on.
3. You should invest in a full-length mirror. (T/F)

What changes will you make based on this chapter’s etiquette guidelines?

Chapter Highlights

CHAPTER 5

COMMUNICATING WITH OTHERS

EVERYONE IS FAMILIAR with the children’s rhyme, “Sticks and stones may break my bones, but words will never hurt me.” The words we use and the way in which we communicate with others is very important. There is a quote by Paul J. Meyes, which states, “Communication – the human connection – is the key to personal and career success.”

Communication is the exchange of information between two or more people. For communication to be successful, both parties must be able to exchange information and understand each other. If the flow of information is blocked for some reason or the parties cannot make themselves understood, then communication fails.

While effective communication skills are learned, it is more effective when it’s natural and spontaneous. It takes time and effort to develop good communications skills and become an effective communicator. The good news is that the more you work at your communication skills, the more instinctive and spontaneous you will become during verbal exchanges with others.

One of the most important aspects of effective communication skills is **listening**. To fully understand and connect with someone, you must put forth great effort into hearing what is being said.

Avoid interrupting the speaker. Allow the person to finish their train of thought. Truly focus on what is being said before you begin thinking about a response. When you begin formulating your thoughts in your mind while the person is speaking, you are not able to fully concentrate on what the other person is saying. The speaker may then be able to read your facial expressions and conclude that your mind is elsewhere.

Don't allow your mind to wander. Focus fully on the person speaking. This is not the time to check text messages, doodle, or looking away.

Show interest in what is being said. Smile, nod occasionally, and make verbal comments like “yes” or “uh-huh.” The body language of the listener speaks to the speaker about the communication. It can tell if you're truly concerned and listening to what is being said. Maintain eye contact and avoid crossing your arms or legs, which suggests you're not open to what the other person is saying.

MINGLING AND NETWORKING EVENTS

Attending a networking event or party involves more than just meeting people and eating. This is a time to engage in conversation ... communicate! To effectively communicate in these type of settings, it is essential to have the ability to start and carry on a conversation with style and ease.

- How comfortable are you attending social events? ... Do you feel alone?
- Are you comfortable walking up to someone and starting a conversation?

- Do you have trouble keeping a conversation going?
- When you engage in a conversation, do you often feel like you are saying the wrong things?

If you struggle with the aforementioned questions, you are not alone. You are, in fact, part of the majority of people. There is only a small percentage of people that find it easy to mingle with people they do not know. I consider myself a socialite, but I do sometimes feel uneasy when networking or attending social events.

There will come a time when you will have to mingle or network with others. To help you feel more comfortable, I have included some tips and strategies that will help you navigate social situations.

HOW TO START A CONVERSATION

Start a conversation with **Small Talk**. Talk about the event you are attending, the weather, current events, or give an honest, sincere compliment to the other person. Never start a conversation with a Negative Comment!

Below are some suggestions to break the ice and start a conversation.

- “Hello. My name is Tina. I’m really enjoying the event. What has been the highlight of your time here today?”
- “Hi, allow me to introduce myself. My name is Tina. What a great party! How do you know the host?”

- “Hi, I’m Tina. This is a nice conference. The workshops are fantastic. I think they did a fabulous job putting this together. What do you think?”
- “I adore the necklace you’re wearing. It compliments your outfit nicely. Let me introduce myself. My name is Tina Hayes.”
- “I’m new to the school and I’m looking for ways to meet other people. Are you aware of any upcoming networking events?”

ONCE ENGAGED IN A CONVERSATION

- Listen, make direct eye contact, and do not allow your mind to wander.
- Do not fold your arms in front of you.
- Ask open-ended questions: How did you become involved with our group? Could you tell me ...?
- Ask for an opinion. (People love when you ask for their opinion about something.)
- Share comments and follow up with questions. (That’s interesting. ... Tell me more.)
- Observe how your listener reacts when you’re talking. (Are you boring them or do they want to hear more?)
- Have a calm cadence. (Don’t talk too slowly and don’t speed talk either.)
- Don’t monopolize a conversation – allow other people to speak.
- Don’t ask deep personal questions, and avoid discussions on topics that spark emotions such as politics and religion.
- Don’t be afraid to admit that you’re not knowledgeable about a certain topic.

- Accept compliments gracefully.
 - Has someone ever given you a compliment and you immediately refused it? Responding by saying things like “oh, this old thing,” “I got this on sale,” or “this ugly thing,” is a way of refusing the compliment. When someone compliments you, consider it a verbal gift. Accept it by saying “thank you,” or “you just made my day.” Please note that you do not have to respond to a compliment with a compliment.

HOW TO POLITELY END A CONVERSATION

If you need to end a conversation, you can say:

- “Oh, I just realized we have been talking for a long time; I don’t want to monopolize your time.”
- “This is a very interesting conversation. I would love to hear more. However, it’s getting late and I need to leave.”
- “Please excuse me? I would like to get a bite to eat.”
- “I’m enjoying our conversation. However, I need to tell something to a friend that I noticed just walked in.”
- “Let me call you so we can continue this at another time.”
- “It has been great catching up with you. Thank you for calling.”
- “It’s my first time here, maybe you can introduce me to some other people.”



COMMUNICATION SKILLS FOR YOUTH

Often, it is said that children and teens are disrespectful, rude and inconsiderate. One of the reasons the media and many adults make these statements is because of the way some youths communicate with each other and their elders.

There are some words, I call **Power Words**, in which young people need to use often.

- Thank you.
- Please.
- You're welcome.
- May I please.
- I'm sorry.
- Excuse me.
- No, thank you.

Young people need to avoid the following three words when responding to adults and each other. If someone calls your name, **DON'T RESPOND BY SAYING ...**

- Yeah
- What
- Huh

The appropriate response is:

- Yes ma'am.
- No sir.
- Yes mother.
- Yes father.
- Yes teacher, coach, etc.

PROFANITY & BAD LANGUAGE

Cursing and profanity should not be a part of your everyday language. Using foul language shows a lack of decorum and is considered bad manners. People are often offended when others use excessive profanity; it shows disrespect and can hurt another person's feelings.

Think about one of the most highly respected persons you know. *A person whom you truly admire and look up to.* Do you think that they walk around cursing for no good reason? Probably not. Cursing is not something that people find admirable. Deep down everybody knows that cursing is bad. There are so many other words you can use to show your displeasure instead of curse words. Even if you become very upset, think of other ways to express your anger other than through the use of foul language.

Chapter Quiz – Communicating with Others

1. What is one of the most important aspects of communication?
2. At a networking event, how would you start a conversation?
3. What are three (3) Power Words?

What changes will you make based on this chapter’s etiquette guidelines?

Chapter Highlights
