



(Formerly Varzari Communications Inc)

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Professionalism: Image & Courtesy Count - 3.5 hours

"Someone is always watching!"

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Participant's profile:

- Front-line staff, Administrative Assistants, Mid-Management
- Students entering the workplace

Learning Objectives:

- Ever miss out on that raise... promotion or advancement and wonder why? Ever wonder why people treat you in a certain way, and treat others in a more respectful way? Could it be that you are not projecting professionalism? In the workplace, right or wrong, image and courtesy count. This session will open your eyes to how other may judge you based on the image you are projecting and how you treat others.

Participant's Value Received:

- Someone is always watching. You could be at a wedding, Christmas party, social gathering or a staff meeting and someone is always watching, and judging you based on your behaviour. This session will address key areas that can impress or "turn-off" people who may be very important to your career's future.

Outline:

- 10 Most common Manners Faux Pas.
- Image Awareness Quiz.
- Grooming & Clothing Guidelines (Men & Women).
- What is your vocal message projecting?
 - Politeness & responsiveness guidelines.
 - Receiving compliments, giving compliments.
 - Telephone, speakerphone, conference call & email manners.
- First impressions count.
 - Office Courtesies - how do you interact with your co-workers?
 - Meeting people
 - The art of small talk
 - Meeting people with disabilities
- Office & Out of office professional behaviour - what does it say about you?
 - Socializing
 - Tradeshows, Conventions
 - Resources (Web & Books)



"Good work on presenting a course this powerful and informative. Well done Lynda!"

- Jennifer Bartlett, Calgary