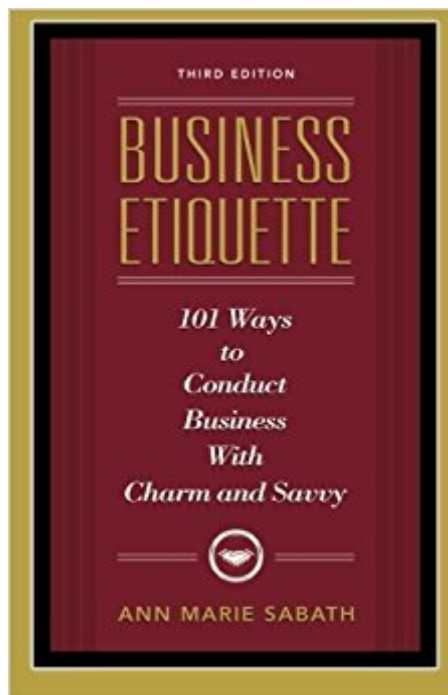




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Business Etiquette, Third Edition: 101 Ways To Conduct Business With Charm And Savvy



Synopsis

What differentiates business people from business professionals? Many individuals invest in their careers yet have no clue how to set themselves apart from their competition. *Business Etiquette: 101 Ways to Conduct Business With Charm & Savvy* reveals both the unwritten and unspoken rules of success. It gives new hires and seasoned professionals alike those rather effortless strategies for climbing that slippery ladder of success. You'll learn appropriate ways for:

- *Introducing two people whose names you've forgotten
- *Determining when to send an e-mail vs. "snail mail"
- *Managing coworkers who drop in your office on a moment's notice
- *Being put on the spot in a meeting
- *Playing the corporate hierarchy game with your boss and other higher-ups
- *Dealing with international hosts, colleagues and customers.

Book Information

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Customer Reviews

"Assists individuals in enhancing their understanding of the 'perception impact.'"--William H. Bagley, Regional Director of Human Resources, Deloitte & Touche

"Powerful and thought-provoking."--John Daw, Vice President of Field Sales, Marriott Lodging

"Anyone who wants to make a great impression on co-workers or customers can benefit from the tips provided in this book." --Sheila Casserly, President, Celebrity Focus

Ann Marie Sabath is president of At Ease Inc., a nationally recognized protocol and etiquette firm. She has trained more than 90,000 individuals at companies such as Fidelity Investments, Monster.com, CVS Pharmacy/Caremark, Deloitte & Touche, Baird Investments and Marriott International. The first and second editions of *Business Etiquette* have been recognized by the

Oprah Winfrey Show, the New York Times, Entrepreneur Magazine, the Seattle Times, and the Cincinnati Enquirer, among many other newspapers, radio and television stations. Sabath has been profiled in a wide variety of media, including Forbes, the Wall Street Journal and USA Today. She divides her time between New York and Cincinnati.

A good book for engineers and others who want to polish soft skills.

Informative and modern.

very good and cheap

For class

Who knew the need for Ann Marie Sabath's, *Business Etiquette: 101 Ways to Conduct Business with Charm and Savvy*, still exists, leave alone a 3rd edition? Well, I did not. I thought repeatedly while reading the book that the 101 'rules' all [to be] common sense... Right? Consider the following examples: * How do I handle co-workers on the cell-phone or texting all day? * What, exactly, am I supposed to wear on dress-down day? * What's the best way to compose an e-mail to my most important prospective client? * How do I handle people who come across too strong during meetings? But I asked questions of other business people, and really looked at daily life around me; what I learned and witnessed mortifies me: * Prospects for a job arrive knowing nothing about the company (Sabath covers this point); * Prospects for a job arrive for the interview wearing inappropriate clothes (Sabath covers this point as well); * I watched as an employee at a retail cookie store finished with one customer, and then just stared at the next customer in line, as if to say: "Hurry up!" Such... surliness is inappropriate; it discourages the customer from returning. I would have fired that employee on the spot, although his behavior is equally an example of bad management practices as it is his bad attitude. * Unrelated, I know, but it amazes me to watch people stroll through the tourist attractions in my city dressed like pigs. * Again unrelated, but when did it become okay to wear pajamas when flying? (The last two items do not pertain to business relationships, but they are germane on making positive impressions on other people.) Common sense does not equal used by all, though, and Sabath is not scanty on excellent ideas, such as Rule #32: ... Observe e-mail courtesy. Excellent suggestions in this Rule that requires 3+ pages to limn. Absolutely necessary, as evinced by terrible grammar, syntax, length, etc; Rule #48: Be specific

when leaving a phone message. This one strikes me as particularly sensible, but is violated with alarming frequency; Rule #62: Rework the "Do Not Disturb" sign. "Employees should set parameters for when they are available to other employees..." Really, an excellent suggestion and application! Rule #108: Make the right first impression at the job interview. Mentioned above. Ann Marie Sabath's, *Business Etiquette: 101 Ways to Conduct Business with Charm and Savvy*, is essential reading, and thus warrants your attention -- especially if you want to make a positive first impression on other people (business, social, and personal).

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