"What I hear, I forget; what I see, I remember; what I do, I understand.”
---Confucius, 453 B.C.

BREAK-OUT EXERCISE: INTRODUCING OTHERS

Introduction 1

INTRODUCE YOURSELF TO SENIOR PARTNER OF IP LAW FIRM
Person #1 is the introducer
Person #2 is Senior Partner
Name __________________________
Name __________________________

REMINDER: Look at each person as you say his/her name.

Introduction 2

INTRODUCE YOURSELF TO HR EXECUTIVE AT PHARMACEUTICAL FIRM
Person #1 is the introducer
Person #2 is the HR Executive
Name __________________________
Name __________________________

REMINDER: Look at each person as you say his/her name.

Introduction 3

INTRODUCE TWO COLLEAGUES TO EACH OTHER
Person #1 is the introducer
Person #2 is first peer
Person #3 is second peer
Name __________________________
Name __________________________
Name __________________________

REMINDER: Look at each person as you say his/her name.

EXERCISE

The following guidelines will help you with introductions. Write out the names of two persons you wish to introduce and do the following:

- Stand in front of a mirror and conduct some private role playing
- Introduce two imaginary persons, looking first at one as you say her name and then at the other as you say his name.
- Repeat this procedure until you are comfortable with introductions. Take your time. Do not try to rush and get it over with.
A Dozen Don'ts for Social Gatherings

Here are the easiest ways to sabotage yourself at a social gathering:

1. Not listening.
2. Weak handshake.
3. Negative body language.
4. Smoking.
5. Holding drink in right hand.
6. Dressing down - removing jackets, loosening ties, etc.
7. Getting tipsy - too much booze.
8. Invading personal space - standing too close.
9. Loud, boisterous talking.
10. Staying too late.
11. Touching others beyond the handshake.
12. Interrupting.
Handshaking Tips

First, when do you shake hands? Be sure to shake hands under these circumstances:

• When another person offers his or her hand
• When you meet someone
• When you greet guests, or when you greet the host or hostess
• When you renew an acquaintance
• When you say goodbye.

Looking for a foolproof way to avoid the knuckle-cruncher and the limp-fish “finger” handshakes? Both are bad news in a business context, as is the infamous two-handed shake. (I call this the "gloved handshake," and it's fine if you happen to be consoling someone or you are a member of the clergy.)

The secret to avoiding getting - or giving - a cruncher or a “finger” shake is to get your hand all the way into the other person's hand so that the web between your thumb and index finger makes contact with that of the other person, locking thumb to thumb. Women sometimes make the mistake of standing too close while shaking hands with a taller man. This causes the woman to lean or rock backward to make eye contact. When this happens, the perception is that she is backing away from authority. It's better to stop a little short and then step in or leans in a bit

• Extend your hand open, with fingers together. Never offer only your fingertips, causing a weak, limp handshake.
• Plant your feet firmly so that you don't rock.
• Keep eye contact.

Remember: The only appropriate physical contact in the business world is the handshake. Otherwise, touching in the workplace - including draping your arm on someone’s shoulder or patting another person on the back - is inappropriate.
Modern Etiquette: How introverts can survive the party season

SEATTLE (Reuters Life!) - Are you secretly dreading holiday party invitations in your mailbox?

Would you prefer to share celebrations with one person or a few friends rather than a big party? Do you feel drained after social situations, even when you've enjoyed yourself? Do you become grouchy if you're around people or activities too long?

If you answered, "Yes," to these questions, you are probably an introvert like me, and find the holiday entertaining season draining when it's supposed to be joyful.
Until I married an extravert, I never truly appreciated the fact that introverts and extraverts are simply hardwired that way. Parties energize extraverts, but drain the rest of us.

The kicker is that we are very sociable. We appear to be having a swell time - and very often we are - so extraverts assume parties are easy for us, and bring us along for more.

"There is a whole culture developed around introverts having to hide to get what they need," said Dr. Larry Richard, a psychologist who heads the Leadership & Organization Development practice at Hildebrandt Baker Robbins, and an expert on the famed Myers-Briggs Type Indicator personality test.

"Extraverts don't understand introverts nearly as well as introverts understand extraverts."

Studies indicate that introverts naturally generate elevated levels of electrical stimulation in the neo-cortex, and burn a great deal of glucose, Richard said. That takes energy, which is why we introverts can feel exhausted after a party, when others want to keep going into the wee hours.
"Introverts are born with brains that generate more stimulation than extraverted brains. Their job in life is to meter what comes in and with so much going on already in their brains, they don't need help from the outside."

TAKE TIME OUT

On the flip side, Richard said that since extraverts seek outside stimulation "what could be better than chasing after fire engines or inviting 300 of your closest friends to lunch?"

Then how do introverts conquer the holiday crush?

For myself, I learned to breathe, focus, and meditate on-demand.

Years ago I took the Silva Mind Development program, which proved to be one of my best investments. I can excuse myself from a party, go to the restroom, and recharge in a minute or even less. Except for someone who's really gotta go, who would interrupt someone behind a closed bathroom door?

Perhaps that's an etiquette topic for another column.
Somewhat more difficult is saying "No" to invitations. Practice saying: "Thanks so much. I'd be there if I did not already have plans that night."
Your "plan" can be watching plants grow or paint dry. You need not give a reason. The key is to sound decisive rather than apologetic.

Richard agreed, saying: The number one job for an introvert is figuring out how to manage energy, to build in time for solitude and reflection."

Talking to one person at a time is another helpful tactic. I often seek out another person who seems to be solo. I introduce myself and say: "I don't know anybody here. How are you connected to the host?"
Top 10 Dining Mistakes

1. **Misuse of Silverware.** The "cello grasp" of a fork and "dagger grip" of a knife are both major faux pas. Also, avoid resting silverware partly on the table and partly on the edge of the plate ...one slip and you have a mess. It's also a mistake to place a knife blade facing out (while setting the table or while eating). One should not wave cutlery in the air to make a point, and once you pick up a piece of silverware, it should never again touch the table, only the plate.

2. **Misusing the napkin.** The napkin is meant to carefully dab the corners of the mouth. It is not a blotter or a flag. A small napkin is opened completely; a large napkin is folded in half. The napkin is spread across the lap during the meal and is not put back on the table until the meal is concluded, when it is placed next to the plate. If you leave the table temporarily, place your napkin on the chair, and push your chair back under the table.

3. **Leaving lipstick stains.** It's bad form, especially at a business meal, to leave lipstick on a glass or cup. It helps to powder lips before applying lipstick, and blot your lips before drinking. If you don't have a tissue with you, make a quick detour to the powder room for one, or take a cocktail napkin from the bar.

4. **Not breaking bread.** How your bread is buttered is a quick indicator of whether you know basic table manners. Buttering an entire slice of bread and cutting it with a knife is wrong. Instead, tear bread into bite-sized pieces and butter each piece right before you plan to eat it.

5. **Seasoning food before tasting it.** This says you don't trust the chef, and is an insult to your host and/or the restaurant. Never blow on your food either-a very un-classy thing to do.

6. **Poor Posture.** Food doesn't go down well when you're in a slump...and frankly you're not as attractive to your dining partner. Sit up straight and you'll actually feel more comfortable.

7. **Eating or dining too fast.** Whether you're at McDonald's or The Ritz-Carlton, it's bad for your digestion — not to mention unattractive — to gulp food. Since dining with others is a shared experience, dining partners generally should have the same number of courses and start and finish at approximately the same pace.

8. **Picking teeth at the table during or after a meal.** If you must remove something trapped between teeth, excuse yourself and visit a restroom. If you are worried about food in your teeth, drink water after the meal. No toothpicks or knife blades, please.

9. **Talking with your mouth full.** The corollary is chewing with your mouth open. If your mouth has food in it, keep it closed until you swallow. Take small bites, finish chewing, smile...and then carry on your part of the conversation.

10. **Putting handbags or briefcases on the table** Simply stated: don't. This rule extends to cell phones, keys, hats, gloves... anything that is not part of the meal. Why? It's unsightly, unsanitary and distracting.

For more information on this or other business-etiquette related topics, contact Mary M. Mitchell at The Mitchell Organization, 620 North 34th Street, Seattle WA 98103 (215-284-7975), by e-mail marymonicamitchell@gmail.com, or via our website at www.themitchellorganization.com.

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