Visitors at EGBOK

- Welcoming a Guest – whomever sees guest, coached in welcoming and finding out who they are looking for (this includes students to help them build awareness)
- Provide cold water and cold Towel (easy if you know visitors are coming to learning center)
- Introduce whomever crosses your path
- Introduce guest first (say their name first). Tips if you do not know names.
- Finding a connection in an introduction - exchanging a few words (common topics)
- If students at computer, introduce them so students get practice and emotional moments occur
- Have a guest book

Initial conversation
- Social exchange
- Asking open ended questions
- Exchanging business cards
- Active listening - see where you can be of benefit – pick up cues.
- Speaking at a speed that is understood by all

People leaving
- Walk people out the front door

Following up (best within 24 hours)
- If you had a “connection” or think you want to create a connection write email
- Highlight something about your encounter or the guests visit.
- Always see how you can be of benefit.

Note: because EGBOK cards are black, no opportunity to write name down. Future consideration for how to provide opportunity for all EGBOK members to exchange a card with their email addresses.

Attending Special Events

- Set goals (will meet 3 new people; find a specific person; etc.)
- If arriving with someone, be sure to look engaged for event. Do not stay together.
- Find person not talking to anyone and introduce yourself.
- Have comfortable (and accurate) description of EGBOK and find connection of EGBOK to event
- Say something about why you are attending event and find mutual conversation to begin chatting
- Active listening – see how you can be of benefit. Ask questions and listen.
- Know cues when person wants to end conversation
- Find host and always thank before departing
- If 2 people are talking, leave alone. More than 2, assess circumstance before approaching group
- Eating at Events – a few tips.
- Write thank you note to host (always)
- Always try and connect person to someone else.

General Courtesy

- Showing acknowledgement, appreciation and respect for another person
- When someone has provided something especially helpful or thoughtful, write a note (can be email)
  - Let person know what impact their assistance may have had
  - Most important when creating relationships where you may seek further assistance
- Do not speak of social gatherings when not everyone has been invited
- When being introduced to someone, take off sunglasses.

Kandara Top Yes.. I love that class.. I need to learn more things from her.

B. Lang - www.TheEtiquetteFactor.com