

## Do you make these mistakes?



On this picture you can find 10 social “faux pas”. How many can you find?

*Just one can harm YOUR image?*

Dear Ladies and Gentlemen,

Social gatherings are an important part of our lives – whether you are meeting old friends, being introduced to a new group or leading a business negotiation...

We have listed 10 frequent etiquette errors. If you manage to avoid these in the future you will be appreciated and admired.

## **1. Being inattentive**

Looking in another direction while someone speaks to you is bad behaviour.

Attentiveness is one of the biggest compliments you can give someone so show interest! How could you do this?

## **2. Weak handshake**

A weak handshake evokes thoughts of a weak personality. So practice a confident handshake. ATTENTION: We only shake hands with guests who take the initiative or when we are the host. Please do not squeeze too hard, either – this is a sign of dominance and insensitivity and harms your image.

## **3. Smoking**

Only smoke when it is permitted (cigars are mostly not allowed) and never while others are eating. Asking permission is polite. Never ash on the floor.

## **4. Holding the glass improperly**

Glasses with stems should be held at the stem. If your glass does not have a stem, hold it in your left hand. This way, the next person will not have to shake a cold, clammy hand.

## **5. No jacket or open jacket**

Always wait for your host to remove their jacket before you do. Jackets are worn buttoned when standing.

## **6. Too much alcohol**

You may regret it...

## **7. Not enough distance**

Every person has an “intimacy zone”(ca. 50 cm). No one likes it when this zone is entered without being invited and you will be resented.

## **8. Loud voice**

If you speak to loudly you may be perceived as arrogant and abrasive. Select a tone appropriate to the situation.

## **9. Placing your hand on someone's shoulder**

As long as your conversation partner is not a close friend the handshake should be the only contact during the conversation. You may think the contact is harmless but your partner may misinterpret the gesture.

## **10. Speaking at the same time**

Do not interrupt and listen carefully. Listening is the secret of good communication! How do you actively listen?

**Good manners have a direct and positive influence on your success ...**