

Professional Impressions

Perhaps you have heard the expression, “Those that know, know and those that don’t know, don’t know that they don’t know.” Many people have no idea what kind of impression they’re making on others, which can be disastrous in business situations.

Every time you connect with someone, in business or anywhere else in your life, you are making an impression ... the question is, what kind of impression are you making?

BRODY’s Professional Impressions helps you make sure you’re putting your best foot forward every time. This program covers every scenario — from introductions and creating conversation, to business dining and workplace essentials. It will teach you how to project a positive image while making the most of every business encounter.

Learning Outcomes:

Participants who complete this program will be better able to...

- Introduce people with skill and courtesy
- Make strong first impressions, including effective small talk and listening
- Navigate the complexities of business meals — from ordering to saying goodbye
- Improve business communication skills via phone, e-mails and in meetings

Content:

- Professional Impressions – Initial Impact & Presence
 - Facilitating introductions
 - Creating conversation in any business or social setting
- Professional Presence: Grooming and wardrobe guidelines
- Dining and Entertaining: Planning and performing perfectly
- Communication technology
- Written communication
- Meetings

Special Feature: If entertaining clients is important, we can teach dining manners as a stand-alone workshop (or lunch and learn) or as part of a day-long session.

training



coaching



speaking



webinars



resources