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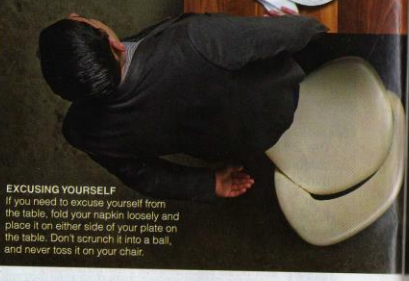
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MANAGING YOUR CELLPHONE

When sitting down for a meal, make a show of turning off your phone. "That says to other person 'you're really important and I respect you,'" says image consultant Anne Sowden. If you are expecting an important call, explain the situation in advance and ask your colleagues for indulgence. When taking a call, always leave the table.



EXCUSING YOURSELF

If you need to excuse yourself from the table, fold your napkin loosely and place it on either side of your plate on the table. Don't scrunch it into a ball, and never toss it on your chair.

work

How to give an impromptu speech

Consider the purpose of the gathering, then choose one to three salient points to mention. Keep it brief and try to avoid rambling. Open the speech with an outline of your key points, then expand upon them and then close with a summary of what you just said. Nervous? "I just remind myself that I'm not being asked to speak so I'll be put in a position to fail," says Janice Weir, former district governor for Toastmasters in Toronto. "I'm being called upon to speak because I have something valuable to share."



trapped in a discussion about Bradford's Law or the Pareto Principle? To redirect things, identify the "alpha person" in the group and pepper them with questions about something more broadly appealing. Chances are, they'll be happy to oblige.

ORDERING

Allow the host to order first and take their cue about whether you should order an appetizer or dessert. Avoid sloppy meals like spaghetti, ribs or chicken wings. Only drink if your host or client is also drinking. Restrict yourself to two, maximum.

SEATING

The outward-facing seat should go to your client or distinguished guest. The guest should sit to the right of the host with other attendees taking the remaining seats.

THE CHEQUE

The person who issued the invitation should always pay the bill. Of course, some men still refuse to let female colleagues pay. "I handle that by saying, 'I'll let you pay this time, but next time, we have lunch and I'm paying,'" says Sowden.

health

How to keep your germs to yourself

Contrary to popular belief, handshaking is still acceptable, there is no need to fist-bump for sterility's sake. Still, avoid hacking or sneezing into your hands; use your sleeve-covered elbow to catch errant germs. It's also crucial to wash your hands frequently and stay home when in doubt. "The workplace culture should be that if you're sick, stay home," says Gerlyne Carroll, Toronto Public Health's manager for pandemic plan and preparedness, "because you need to get better and we don't want your germs interrupting the office flow."



How to han an exit inte

Departing employ treat exit interview tunity to vent with very, very caution. Hayden, a caree author of *The Fo Factor*. "It's very t it rip, but if you sh will immediately as a disgruntled e everything you sa credited." Phrase a in professional tern them into "lessons don't say your boss freak, say, "There with micro-managi Hayden. Rememb find yourself work same people in the never know when y see these people a these people again

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—Barbara Cartland's Handbook, 19