

DTN Productions International
Presents
Reputation Management





Question #1

Are you comfortable mixing and mingling?

Turning small talk into a big advantage.

- It's the new #1 public fear!
- Preparation equals composure:
 - Know what to wear
 - How to self-introduce
 - What to talk about



Question #2

Do you recognize non-verbal communication signals in yourself and others?

Pumping up the volume without saying a word.

- You are sized up within the first 7 seconds!
- Are you approachable?
- Do you know what your face is communicating?
- What do “their” signals mean?



Question & Answers





Question #3

Do you communicate effectively, with words that send the right message?

Using language to build bridges.

- Are you aware of your verbal habits?
- Can you perform verbal gymnastics?
- Are you verbally responsible?



Question #4

Do you acknowledge people at every opportunity?

“Introducing” sure-fire leading behaviors.

- Do you take the time to meet and greet?
- Do you introduce people to each other?
- Are you quick with the hellos and head nods?



Question #5

Do you pay attention to the details – do the unexpected when it matters most?

Learning little things that mean a LOT.

- Where do you give the extras?
- What little things do you do that will make the “BIG” difference?



Question & Answers





Question #6

Is your meeting mastery the best it can be?

Conquering the conference room and perfecting the presentation.

- Meeting manners do matter!
- Are you an effective impromptu speaker?
- Assume that you “will” give presentations



Question & Answers





Question #7

Are you confident and comfortable with business entertainment?

Thinking on your feet (and outside of the box) out of the office.

- Business dining – how are your table manners?
- Does your social skill set match your business knowledge?



Question #8

Are technology tools your friends or foes?

Beepers and pagers and cells (oh my).

- Do your tools communicate your availability?
- Do you hide behind your voicemail?
- Are you accessible?



Question #9

Are you known for being punctual and reliable?

Time “telling” tips to reduce stress in yourself and others.

- Are you:
 - Reliable
 - Accountable
 - Zero excuses!



Question #10

Does your appearance convey the right professional image?

Seeing it, BEING it (and how it looks in the rearview mirror).

- Is your look contemporary?
- Are you well-groomed – head to toe?
- What about your accessories?
- Are you current and globally savvy?

DTN Productions International

Hallmark of Etiquette

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