

# Back-to-Basics Communication

## Your personal workbook!



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GUEST SERVICE




## 1. Some information on the Workbooks

As part of the Back-to-Basics – Communication Training, this workbook should help you take your own personal comments and notes. You should keep this workbook in your own file and whenever needed, refer back to the workbook and its content.

The workbook includes some of the information covered on the PowerPoint slides; here you will find that in some cases information has been deliberately left out, here it is important that you complete these missing pieces of information from the detail on the PowerPoint used by the Trainer.

Space has also been left for you to take your own notes – This is important as you will experience many discussions and feedback sessions in the course of the training which will deliver you important information that you will be able to use back at your workplace – The added advantage.... It has been proven that if you write something down you will tend to remember it!

Finally, at the end you will find your own personal action plan, your Trainer will give you time at the end of the session to think about a personal call of action – what are the key points of the training you intend to put into practice when you return back to work... remember in the wise words of an old Chinese saying:

 I hear	I forget
 I see	I remember
 I do	I understand

The action plan is all about doing. Your Trainer can assist you here if you have questions!

## 2. Objectives – By the end of the training ❁

- ❁ Define **etiquette**
- ❁ Explain the importance of **non-verbal communication**
- ❁ List 5 aspects of **body language**
- ❁ Show how to make **eye contact**
- ❁ Show how to **shake hands**
- ❁ Identify the meaning of **6 body languages**
- ❁ Replace **negative phrases with positive messages**



Space for your own notes:


### 3. The Importance of Etiquette

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.

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



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### **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?

### **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.

### **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.

### **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.

### **No jacket or open jacket**

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

### **Too much alcohol**

You may regret it...

### **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.

### **Loud voice**

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

### **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.


### **Speaking at the same time**


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


#### 4. Did you know?

 How much % of communication is **non-verbal**?




 How much % of communication is **through words**?

 How much % of communication is **expressed through tone of voice**?

 How much % of communication **consists of body language**?

#### 5. Body Language Skills?


 How do you identify signals used to express **feelings, thoughts & emotions**?

Space for your own notes:


**6. Re-Cap – What are the key points you retained so far? **


## 7. Eye Contact

Space for your own notes:

## 8. Smile

Space for your own notes:



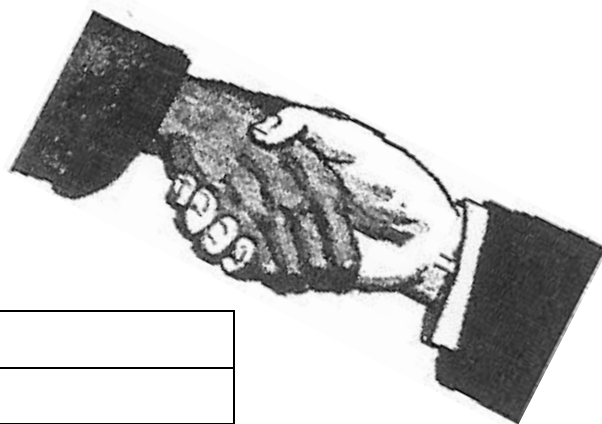
## 9. Posture

Space for your own notes:




## 10. Posture

Space for your own notes:

## 11. Zone Distance

Space for your own notes:


## 12. What's going on?

Space for your own notes:







### 13. Positive Language

Find a more positive way to say the following phrases:

**So far (negative):**

**From now on (positive):**

Yeah	
What?	
Huuuuhhh?	
I am not sure	
Ms. Xyz is not there	
I didn't understand you	
There is nothing I can do	
Mr. Xyz is in a meeting	
No problem	
The problem is	

**Remember, good manners**

**have a**

**direct & positive influence**

**on your success ...**



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