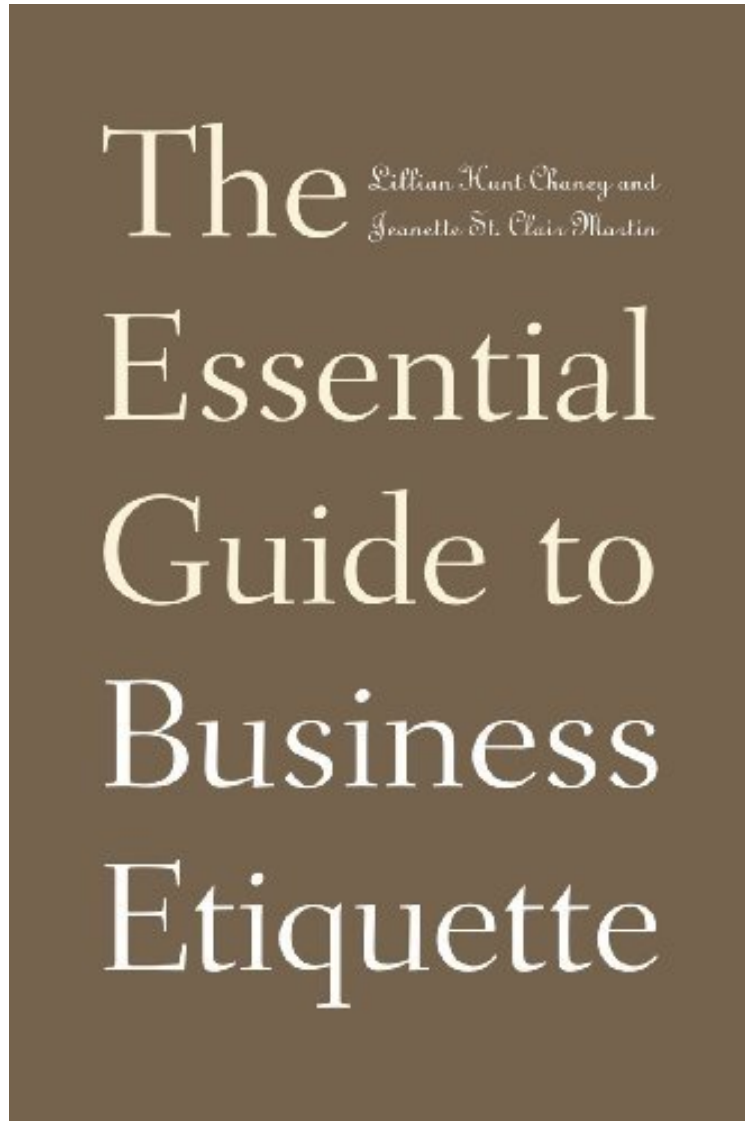


[Download] The Essential Guide to Business Etiquette

The Essential Guide to Business Etiquette

Lillian H. Chaney, Jeanette S. Martin
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Lillian H. Chaney, Jeanette S. Martin : The Essential Guide to Business Etiquette before purchasing it in order to gage whether or not it would be worth my time, and all praised The Essential Guide to Business Etiquette:

0 of 0 people found the following review helpful. NotBy E NealThis book was purchased for a class that I'm taking, The chapters are very long and the information that I've read is information that I'm already aware of. In my opinion if you aren't familiar with the basic forms of business etiquette than you are probably better off reading an internet article. I found that more interesting. One section of Chapter 3 talks about office gossip. It's so redundant and preposterous at the same time. It mentions that office gossip boosts morale and interaction (simply because people will talk to each other because they want to hear the "buzz"), but then it says that office gossip is unhealthy and should not

be shared or repeated unless it's factual information.....Me personally Even if it is a fact that my supervisor is sleeping with his secretary....I'd prefer not to know it. Buy at your own risk....0 of 0 people found the following review helpful. Business EtiquetteBy Janet CherryEasy to read with helpful information for all level readers. Etiquette is essential for business success. This book will be a good addition to any business library.0 of 0 people found the following review helpful. Five StarsBy CustomerIt's all the basics you need in life.

Which fork should you use to eat the salad at a business lunch? What does business casual really mean? What's the one thing it's important not to do when meeting a Japanese businessperson for the first time? Good social skills are critical to success in today's competitive business world. Excellent manners not only grease the wheels of commerce, but an employee's positive professional image rubs off on the company and improves its reputation. The Essential Guide to Business Etiquette, a practical guide for interacting effectively with colleagues, customers, and business associates, details the social skills necessary to ensure personal and professional success. Good manners are like gold in today's fractious business environment?and thus provide an edge in getting and keeping new business.The Essential Guide to Business Etiquette features 14 chapters covering the most critical areas that can help people succeed in the climb up the corporate ladder. From the basics of getting off on the right foot during the job interview to handling office politics to dining etiquette, this book covers everything today's businessperson needs to know to navigate the tricky world of etiquette whether at home or abroad. Learning to operate with grace in the business world could not be more important. Every day, poor manners ruin deals, derail promotions, and harm customer relations.

From BooklistThis is a practical guide for business etiquette for almost every situation. The 14 chapters include everything from job-interview etiquette to office politics to business entertaining and sports etiquette, giving the reader a professional edge for every situation from cocktail parties to conventions. A chapter on global manners will help avoid common faux pas committed while traveling abroad. A useful resource not only for the new professional but for managers. --Christy Donaldson "A useful resource not only for the new professional but for managers." - Booklist"Claiming that business behavior communicates something about one's self and organization, the authors detail how to create positive impressions in more than a dozen common work-related situations. Chaney and Martin are business/management academics, experts in cross-cultural business communication, and authors of Intercultural Business Communication (2007) and Global Business Etiquette (CH, Oct'06, 44-1030). This new, complementary book focuses on social behaviors within the US workplace, but includes two chapters and cautionary statements about differences in perceived propriety when interacting with people from other parts of the world. Everything about this book conveys a no-nonsense approach (no images, little white space, and lots of text per page). The writing is factual, with footnotes pointing to a rich assortment of supporting sources. Frequent sidebars/boxes relate stories to punctuate essential concepts. Following an introduction, 14 chapters focus on the business etiquette of particular situations, including job interviews, business dress, office politics, electronic and written communication, dining and entertainment, special events, meetings and presentations, sports, and travel. Readers can therefore refer to relevant sections as needed. The comprehensive, up-to-date content even includes current airport security guidelines and pager, beeper, and BlackBerry etiquette. Footnotes (references) by chapter. Highly recommended. All collections." - ChoiceAbout the AuthorLillian H. Chaney is Professor of Management Emeritus at The University of Memphis. She is the author of over 100 articles and presentations, with a specialty in intercultural business communication, and has received many teaching and research awards in the field. She has conducted training programs on communication, international and U.S. corporate etiquette, and business ethics for international corporations, educational institutions, and government agencies. She is co-author, with William Bonner, of Communicating Effectively in an Information Age and, with Jeanette S. Martin, of the textbook Intercultural Business Communication and the best-selling Global Business Etiquette (Praeger, 2006).Jeanette S. Martin is Professor at the University of Mississippi, School of Business. She has served as associate editor of the Journal of Business Communication and is the recipient of several national awards and the author of dozens of articles, book chapters, and conference presentations on intercultural business communication, education, emotional and cultural intelligence, and management information systems. She is co-author, with Lillian H. Chaney, of the textbook Intercultural Business Communication and the bestselling Global Business Etiquette (Praeger, 2006).