

Welcome

Welcome to the first edition of *ELEMENTS*, the quarterly newsletter of **Elements of Etiquette**, a full-service training and consulting business whose goal is to teach and refresh the fundamentals of etiquette, protocol, ethics and decorum for a vast audience that includes men, women and children of all ages.

Each quarter, *ELEMENTS* will provide news of past and upcoming events, etiquette advice and other features written to help you keep your best foot forward.

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She is a lifetime member of the Etiquette Institute, a member of Toastmasters International and an active member of her community.

We look forward to "visiting" with you and hope you enjoy our newsletter as much as we enjoy bringing it to you.

School bullying can be addressed with a few simple steps

Here are some tips for parents who may think their children are being bullied:

- Encourage your child to tell you if he or she is being bullied.
- Ask your child for ideas on how to stop the bullying. You want your child to think about possible solutions.
- Talk with your child's teacher if the bullying takes place at school.
- Don't confront the bully or the family yourself.

Bullies are often driven by a lack of empathy, or the ability to take another person's perspective. We sometimes call that "putting oneself in another person's shoes." An early intervention program for both parents and students on how to instill empathy would be beneficial for children.

Here are a few tips on teaching empathy to your child:

- Seize everyday moments to teach empathy. If you see someone being victimized on TV or hear abuse on the radio, ask your child how they would feel in that situation.
- Studies show that kids will show more empathic concern for others if parents have helped them cope with negative feelings of their own in a problem-solving, systematic way.
- Teach kids to put themselves in different roles. Use role-playing activities from books or stories. Ask your child how the character feels, thinks and believes.



Programs and Events



- ▶ 10/21 — Conducted a "Secrets of Successful High Earners" workshop for women at Lakeview Conference Center.
- ▶ 11/1 — Spoke to the Whitehall PTO.
- ▶ 11/19 — Spoke at the Morgantown Area Chamber Small Business Breakfast at Lakeview.
- ▶ 12/2 — Held a goal setting workshop and a social networking and proper introduction workshop with the Boys and Girls Alliances at North Marion High School.
- ▶ 12/16 — Spoke at the National Financial Advisors Luncheon.



- ▶ Look for our program, "Today's manners for Today's kids," starting in January for children aged 6-8 and 9-12 at the YWCA in Fairmont.

Bullies can be a problem in the workplace, too

Bullying in the workplace is just as prevalent as bullying in schools. Here are a few types of the offenses that have been reported:

- Losing one's temper in public or in front of other employees;
- Back stabbing and gossip;
- Withholding valuable client information; and
- Sabotaging a project.

School bullies often grow up to be workplace bullies. You can help me create the "Civility Project." My goal is to make every school and workplace in West Virginia an environment where all can thrive and feel a sense of belonging.

Here are some everyday tips that will help create a more civil community:

- In today's society, it doesn't matter who holds the door. If you arrive at the door first, hold it for others, especially if they are carrying packages.
- "Please" and "thank you" are still the magic words. You will be surprised how well others receive you when you use these words.
- Practice empathy! Put yourself in the other person's shoes. Most of the time, it is better to walk away from an argument than to start one.



Times may change, but good manners will never go out of style

From relaxed dress codes, tattoos and piercings, "me-first" attitudes and a growing trend in social networking misconduct, to a general lack of social and job-related skills, we have seen cracks begin to appear in the fabric of acceptable professional behavior.

"A person with manners outshines other applicants for jobs, as well as individuals who are already in the work force."

Businesses are finding out that people don't know how to act in a professional environment. Many people seem to be lacking in etiquette and basic social skills and they don't understand protocol.

To me, etiquette means more than using the right fork at a business luncheon. It means knowing how to dress, how to speak, how to act and how to conduct yourself in today's highly-competitive business world.

Manners will open doors that education and money cannot. A person with manners outshines other applicants for jobs, as well as individuals who are already in the work force. It doesn't take that much more to be exceptional, and we want to show people ways to get to that level.

Other Programs...

Contact Elements of Etiquette for a customized training program to make your business more polite and productive.