

SAVOIR VIVRE



Do we really need SAVOIR VIVRE?

GOOD MANNERS

not a set of old school strict rules

not reserved only for diplomats & well born

3 USEFUL TIPS

1. imitate
2. observe
3. ask

bonus PRO TIP
smile

PRECEDENCE – WHO'S FIRST?

1. SOCIAL ETIQUETTE – takes into consideration SEX and AGE
2. DIPLOMACY & BUSINESS – refers to RANK and LENGH of WORK

MORE IMPORTANT PERSON usually:

- initiates handshake
- finishes meeting
- initiates business card's exchanging
- suggests informal calling – *call me Bob*



GREETINGS

GREETINGS handshake

- in ancient times empty hand shows no weapon
- today handshake symbolizes respect and good faith
- in the past only man were handshaking
- in some cultures, it may be perceived as offensive & prohibited between men and women

WHAT IF I DONT WANT DO HANDSHAKE...BECAUSE OF COVID 19?

It is enough to specify why we behave differently

EXAMPLE 1

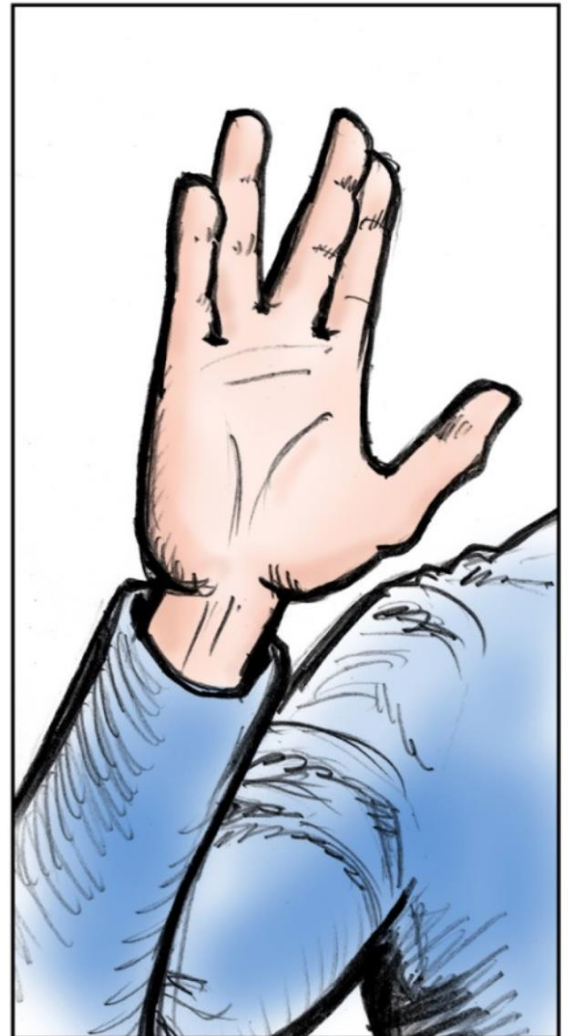
"Hi, forgive me for not shaking hands, but I avoid this gesture during a pandemic C."

EXAMPLE 2

"Hi, let me avoid shaking your hand for the sake of your health."



Source: [Entertainment Tonight](#)







Tedros Adhanom Ghebreyesus ✓

@DrTedros



- When greeting people, best to avoid elbow bumps because they put you within 1 meter of the other person. I like to put my hand on my heart when I greet people these days.

[Przetłumacz Tweeta](#)

5:32 PM · 7 mar 2020 · [Twitter for iPhone](#)

GREETINGS handshake

- firm grip – not too strong, not too weak
- don't pump (but politics do!)
- don't crush one's hand
- avoid dead fish
- gloves only during funeral
- just a few seconds
- remember about dry hand

GREETINGS handshake

- In Asia and the Middle East, European firm grip may be interpreted as aggressive
- In Islamic countries don't offer handshake to women – it's offensive
- In Japan, bow may be the equivalent of the handshake
- In India some may place their hands like praying







I want to take control

I want to take control



GREETINGS handshake

WHO'S FIRST?

- at work – if the same ranks, doesn't matter who is first
- at work – higher rank goes first
- social life – woman initiates handshake first
(except countries / situation where it may be offensive)
- social life – older gives hand to younger
- social life – kids are waiting for adults

GREETINGS kissing

- 1,2,3,4 cheek kiss – how many?
- air kiss
- don't kiss hand but...
- what if I don't want to be kissed or hugged...

extend your hand with a fairly stiff arm, shake, and step back



HOW

TO SNEEZE

PROPERLY



Queen's
UNIVERSITY

COUGHING AND SNEEZING ETIQUETTE



Avoid the use of open hands or closed fist to cover your cough. It spreads germs through the air and makes it easy to transfer the germs to other surfaces through touching.



Cough or sneeze into the fold of your arm, trapping germs within the easily washable fabric of your clothes.





INTRODUCING

INTRODUCING

ALWAYS introduce somebody with lower rank to higher rank, but higher rank is named as first

FORMAL OCCASIONS / DIPLOMACY & BUSINESS

Mrs. Penny, I allow myself to introduce you Mr. Greg Zorba, press officer in Greek Embassy.

Mr. Zorba let me introduce you Miss Money Penny, General Director from Universal Export.

INTRODUCING

ALWAYS introduce younger to older (everyone to our mothers)
As well as men to women

INFORMAL SITUATIONS - SOCIAL ETIQUETTE

Mom, I would like to introduce my colleague Han Solo.
Han, this is my mom Mrs. Spock.

INTRODUCING

- employee is introduced to a client
- if we have the same rank, take into consideration length of work
- during presentation add a few words about every person
- „It's nice to meet you Michael" – repeating names
- „I'm sorry, but I didn't get your last name"
- if sb was introduced as Wiliam, don't call him „Bill" – unless he says to
- correct mistakes ASAP but with grace – it's Adam 😊

212.555.6342

PIERCE & PIERCE
MERGERS AND ACQUISITIONS

PAUL ALLEN
VICE PRESIDENT

358 EXCHANGE PLACE NEW YORK, N.Y. 10099
FAX 212 555 6390 TELEX 10 4534