Power Suit, Power Lunch, Power Failure

Is your company or organization being represented to its full potential?

Professionals in modern business circles understand that “success” requires insight, and the right attitude combined with professional presence. As you climb the corporate ladder you need knowledge and skills which will set you apart from the competition. Knowing how to look, act and communicate like a professional is synonymous with success. Canada’s “etiquette ladies” offer two-days of intensive, relevant and essential training to build your confidence and elevate your executive profile.

Who Should Take This Seminar?

This comprehensive group of seminars is for anyone who wants to develop their social skills and polish their professional image. If you believe that first impressions still matter in business, and you care about your reputation and the impact image makes on your peers, higher-ups and clients, this session is for you; perfect for anyone needing a style makeover or a confidence boost. Professionals in management who lead by example, or anyone who interacts with the public, would benefit from this two-day course.

Upon Completion Of This Seminar, You Will Be Able To:

- Understand how “civility” helps individuals achieve professional goals.
- Handle any situation with increased confidence and leave a more positive first impression.
- Practice proper introductions, handshakes and use of business cards.
- Have a professional presence - Know how to dress and how to conduct yourself.
- Consistently exhibit the characteristics of a courteous professional.
- Communicate in a positive, professional way - in print, on the phone, electronically, nonverbally, and face-to-face.
- Brush up on your presentation skills.
- Learn how to present yourself confidently in any mixing for business situation.

To register, contact In Good Company:
Phone: 604-739-7814 (Vancouver) or 1-888-293-7561
E-Mail: brigitte@etiquetteladies.com
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Day One
9:00am-10:30am – First Impressions

- Introductions and self-assessments: pinpointing problems
- Understanding the benefits of civility in the workplace
- First Impressions
- Proper Handshakes
- Introduction Guidelines
- Proper Use of Business Cards
- Tips on Remembering Names
- Getting “it”- Posture and Projecting Confidence

10:30-10:45 - BREAK

10:45-12:00pm

- Confidence Assessment
- What’s Your Confidence Profile?
- What Do Confident People Do: Group Work-Scenarios
- Handling Yourself in Any Situation
- Reception Etiquette

12:00pm-1:00pm - WORKING LUNCH – Business Dining For Professionals

1:00pm-2:30pm - Communicating With Confidence and Courtesy

- Small Talk, Big Meaning
- Listen Up!
- Rate Your Communication Skills
- Avoiding Conversation Catastrophes
- Group Discussion - Workplace Scenarios
- Communication Breakdown

2:30pm-2:45pm – BREAK
3:00pm-4:00pm - Etiquette in the Workplace

- Is rudeness really an issue? Exercise
- Integrity and Ethics at work
- Never Let Them See You Sweat! - Handling Crisis with Confidence

Day Two
8:30am-12:00pm – Find Your Most Powerful Voice, Present with Confidence
With Elizabeth Ball

You are talented, you know your material, but you freeze whenever you are required to stand up and present in front of a group. No more stage fright - because now you have the tools to finally deal with it!

This session will equip you with the ability to relax your mind and your speaking voice. Develop the leading-edge skills you need to break through the barriers of nerves and self-doubt when it comes to public speaking. In an entertaining, highly supportive, professional environment you will progress through a proven program to guarantee a polished, professional, confident business presentation - every time.

In this session, you will learn:

- How to access empowering states of mind and body.
- Five steps to focus the room – every time.
- Change the way you see yourself and others.
- Develop your voice so that people will want to listen to you.
- Be an exceptional presenter.

12:00pm-1:00pm - LUNCH

1:00pm -2:30pm - How Do Others Perceive Me?

- Understand what “professionalism” means in relation to appearance and attitude
- What is “business appropriate”
- Managing your body image
- Powerful color choices
- Lasting hair “affairs”
- Let’s face it!
• Good “scents” and when less is more
• The cell phone is not a flattering accessory - so what is?
• Image Item Inventory
• Behaviors that undermine a professional appearance

2:30pm-2:45pm - BREAK

3:00pm-4:15pm – Suited for Success

• Sharp Dressed Man
• Dress Guidelines for Women
• What is Elegant, Semi-formal…?
• Professionalism Assessment
• Your Professionalism Portfolio

**INSTRUCTOR PROFILES**

Karen Mallett is co-founder and partner of *In Good Company* which is the internationally recognized leadership and communications training /development division of the Civility Group Inc. “The Etiquette Ladies” are best known for their corporate training and public speaking to groups across North America.

In addition to regularly being called upon for expert commentary in her field, Karen has co-authored six published books. She and her business partner Lew Bayer write columns for Canoe.ca, Canadian Living on line and Winnipeg Men magazine. They have been featured in Chatelaine, Profit, GLOW, Macleans, Homemakers, Canadian Business Magazine and many other Canadian newspapers and online publications. They have also appeared on ROB TV, Canada Am, Canadian Living Television, Global Television and CBC TV, Moneywise and many other Canadian television and radio programs. Please watch for “Sticky Situations” a new monthly column in Canadian Living Magazine.

In Good Company offers bilingual training and has just expanded their operation to include 7 satellite offices in Canada and international affiliate locations in Singapore, Malaysia and Dubai. Launches of three additional affiliate offices in Canada, a US office and satellite operations in India and Saudi Arabia are planned for fall 2005.
Elizabeth Ball is an independent producer, director and arts consultant. She was the founder of Carousel Theatre Company and School, and served as Managing Artistic Director for 27 years. She was co-founder of the Waterfront Theatre on Granville Island. She has worked as an actor, teacher and director with the Arts Club Theatre, the Vancouver Playhouse, the University of British Columbia and City Stage. She taught at UBC for many years, and has been a guest director and artist for a number of distinguished theatres and universities.

Elizabeth has been active on a number of Boards and Committees, including Vancouver Civic Theatres, the BC Entertainment Hall of Fame and the Minerva Foundation. She was appointed by the City of Vancouver to the Special Council Committee on the Arts, serving as Chair of the Media Education subcommittee and member of the Cultural Diversity subcommittee. She has devoted her life to the study and practice of the professional arts and to the training and encouragement of artists in British Columbia. Her work has been recognized with local, national and international awards from the Canada Council for the Arts, the BC Cultural Fund, the City of Vancouver, the US State Department and many others. Her BC Entertainment Hall of Fame ‘Star’ is on Granville Street in front of the Orpheum Theatre. In 2005, the Union of BC Performers (ACTRA) awarded her the Sam Payne award for Humanity, Integrity and the Encouragement of New Talent.

Elizabeth assists performers, corporate leaders and presenters to find their ‘voice’ in her practical and entertaining sessions.
Registration Form

‘POWER SUIT, POWER LUNCH, POWER FAILURE’

Name: __________________________________________________________________________
Session Date and Location: __________________________________________________________________________

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<td>Two day session is $800.00 plus GST, for a total of $856.00. For group discounts please call 1-888-293-7561.</td>
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<td>50% deposit due upon registration. Full payment due prior to session dates. Mail payment to:</td>
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Please complete this form and email or fax to In Good Company, info@etiquetteladies.com, FAX: 204-237-6630.

For more information, check our website www.etiquetteladies.com, or call 1-888-293-7561.