# THE ESSENTIALS OF BUSINESS ETIQUETTE

By Barbara Pachter (McGraw-Hill, August 2, 2013)

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- 1. What's In Your Name? A Lot!
- 2. The Name Game: And, You Are...?
- 3. Impressive Introductions
- 4. I'd Like You To Meet...Er...Um...
- 5. Sorry, Mom: Do Talk To Strangers
- 6. Kissing Colleagues Is It Ever Okay?
- 7. The Thumb Joint Connects To The...Thumb Joint
- 8. But... I Have More Questions About The Handshake
- 9. Business Cards In A Social-Media World
- 10. Mastering Small Talk, Big Talk And Everything In Between
- 11. Go Ahead Meet New People
- 12. Opening Lines...In The Air And Elsewhere
- 13. Help! I'm In A Conversation And I Can't Get Out
- 14. Dodging Too Personal Conversations
- 15. Political Questions To Avoid At Work
- 16. Thank You...No, Thank You
- 17. Thank-You Notes Do Matter
- 18. Refined Re-Gifting Rules...Really!
- 19. Love Me...Love Me Not! Office Romance Restrictions
- 20. Starbucks Is My Office! Working Remotely
- 21. Allow Me...No, Allow Me: 'Helping Etiquette' Guidelines

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- 23. If Crossing Your Legs Turns Women Into Ladies, What Does It Do To Matt Lauer?
- 24. Your Hands Are Talking, But What Are They Saying?
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- 29. Is Your Diction Affecting Your Professional Image?
- 30. I'm Sorry, I Can't Apologize
- 31. Do You Talk Too Much? Let Me Count The Ways!
- 32. Be Direct! You're More Likely To Get What You Want
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