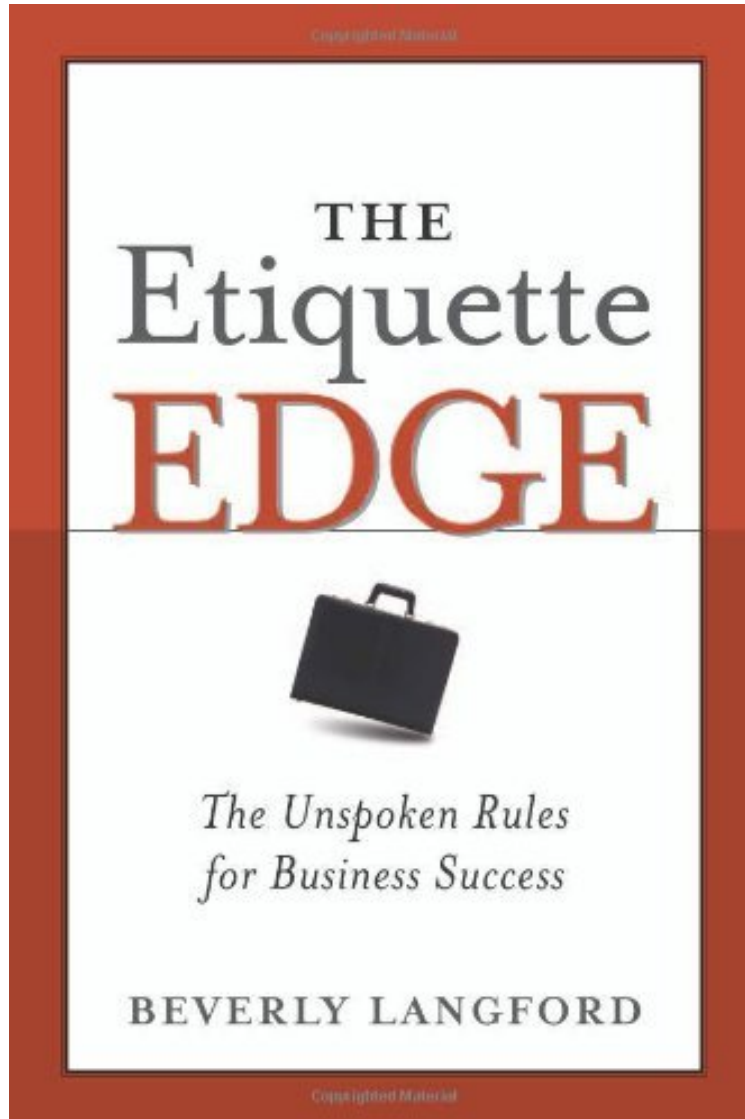


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## The Etiquette Edge: The Unspoken Rules for Business Success

*Beverly Langford*

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**Beverly Langford : The Etiquette Edge: The Unspoken Rules for Business Success** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Etiquette Edge: The Unspoken Rules for Business Success:

0 of 0 people found the following review helpful. Advice specific to office workplaceBy M. HeissGreat for a teen at that first office job.This book is really geared toward an indoor, office workplace, although the habits and recommendations are important for anyone working on their interpersonal skills, in any area.The tips boil down to:+ Keep your emotions under control+Be more formal than others+Be discreet and prudentGreat advice!Good sections on

body language and how to respond to a sudden shift in body language. Very good section on expressing condolences and how to leave a job. 0 of 0 people found the following review helpful. Establish your credibility, authority and influence in the workplace...By Bon BonOur skills, experience and ambition all play a significant role in taking us where we want to go but the proper etiquette can give our careers that much needed boost. To get ahead and enjoy success in today's workplace, there's one thing you need to do. You need to get along with everyone in the organization — from the top executives down to your subordinates. In today's fast paced business environment, it is so easy to get caught up in a myriad of things and forget that we all need to take the time to build strong relationships with the people we work with. If you don't know what you need to do to achieve your goal, you can start by reading this *The Etiquette Edge*. This book provides actionable tips on how to make a good impression on your bosses, get along with your "enemies", give an interview, get interviewed, avoid conflict in the workplace and stand out in the crowd. It also provides practical advice on how you can establish your credibility, authority and influence in the workplace, and help you become a better version of yourself. 20 of 20 people found the following review helpful. Covers the basics for office etiquetteBy Melissa KayeThis book covers etiquette basics for the workplace in less than 200 pages. I've read a number of etiquette books, so I have to admit I didn't find that many new concepts in the pages. I did enjoy reading it as a quick "brush-up" on things I tend to forget, though (like not trying to finish other people's sentences!!!). The book covers most of the topics you need to know for business etiquette. A few include: Non-verbal communication, Cursing and Language, Listening Skills, Cell phones, Email, Travel, Office Space, Gender Divide, Lunch and Socializing, Interviewing, Leaving a Job Gracefully, Confronting with Courtesy. A few topics that I found especially interesting included what to do when your friend becomes your boss and how to deliver unwelcome information. Each chapter in the book is fairly short, which means it can be read quickly to grasp main concepts, but there is not a whole lot of detail. For some readers, this may fulfill their needs just fine. The author lists a bibliography at the end for those who want to research specific topics further. This book is geared towards professional office employees (like those at major corporations), although others may find the information useful. For a book more geared towards salespeople and small business owners, *Business Class: Etiquette Essentials for Success at Work* may be a more appropriate choice. Overall this book is a great place to start for learning a bit of etiquette or reminding yourself of what you should be doing. For readers seeking a detailed business etiquette book, *The Etiquette Advantage in Business: Personal Skills for Professional Success* (a whopping 550+ pages) provides more in-depth information.

"Intelligence, ambition, and skill can take you a long way to achieving your career goals--but no matter where or with whom you work, one of the factors most essential to your success is knowing how to act and interact with your colleagues. In the modern workplace, if you lack good communications skills, social savvy, and a sense of appropriate behavior, you'll be going nowhere fast. *The Etiquette Edge* gives you a clear, commonsense approach to making "good behavior" a competitive advantage. Packed with quizzes, helpful checklists, and clear examples, this practical book shows you how to: \* Make a great impression on bosses, and get along with "enemies" \* Deliver uncomfortable-to-convey information with tact and finesse--including condolences \* Turn your body language into a communication asset \* Register complaints without sounding like a troublemaker \* Skillfully schmooze your way to success...and much more. Rather than dwelling on dry, nitpicky rules, *The Etiquette Edge* gives you the straight scoop on the most effective communication and behavior styles for negotiating the complex terrain of today's workplace--and getting ahead!"