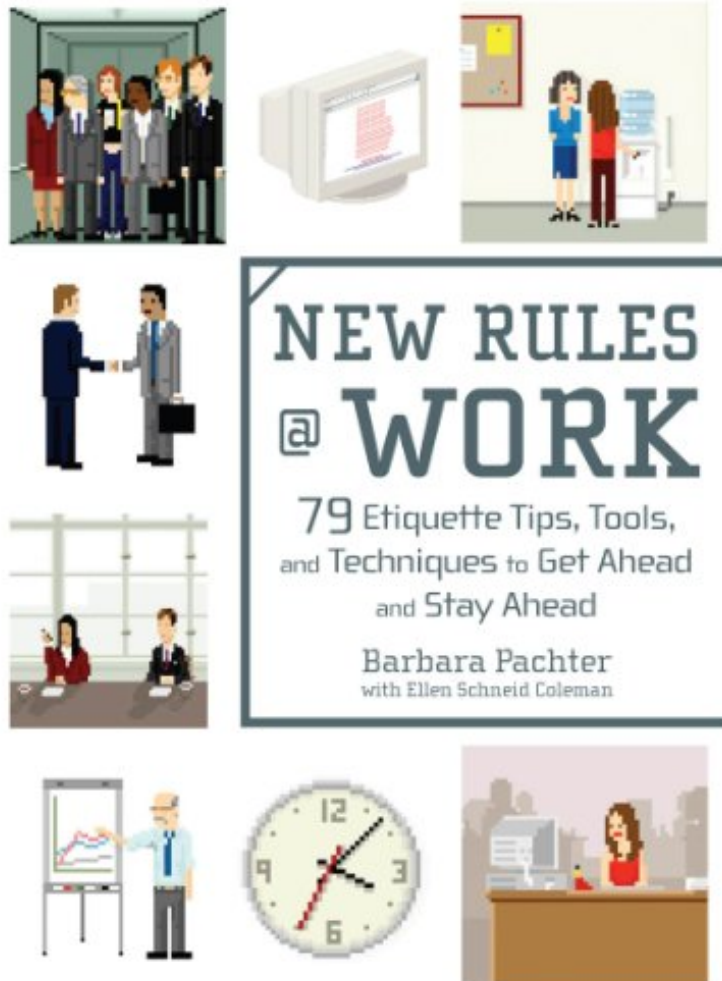


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## New Rules @ Work: 79 Etiquette Tips, Tools, and Techniques to Get Ahead and Stay Ahead

Barbara Pachter, Ellen Schneid Coleman  
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**Barbara Pachter, Ellen Schneid Coleman : New Rules @ Work: 79 Etiquette Tips, Tools, and Techniques to Get Ahead and Stay Ahead** before purchasing it in order to gage whether or not it would be worth my time, and all praised New Rules @ Work: 79 Etiquette Tips, Tools, and Techniques to Get Ahead and Stay Ahead:

2 of 2 people found the following review helpful. Great Resource for AnyoneBy Steven ByrdBarbara covers everything that is not taught in an academic setting. Like other reviewers have said, it is a very clear and simple read. It feels more so as if you are sitting in one of her seminars. After reading it I realized I was unintentionally making some of the mistakes described in the book.In today's hyper-connected world, I found the techno- and retro-etiquette chapter is very helpful. Examples run the gamut the infamous case of sending an angry uncensored response to a boss and coping with cellular blunders.0 of 0 people found the following review helpful. A wonderful guide to today's

modern workplace. By Haydn Miller - A/V Professional The author provides short stories from 1st, 2nd, or 3rd hand experiences she has encountered within her career. Each story comes with a lesson explaining the good or bad behavior on display and further expands that discussion with tips to help remind and improve appropriate corporate behavior. A great quick read for anyone who needs some guidance or a gentle reminder of modern day professional etiquette. 1 of 1 people found the following review helpful. The first etiquette book I rated with 10 out of 10!

By K. E. E. Singh This book focuses on workplace etiquette and provides for every chapter one or more stories, lessons to be learnt from (called what went wrong?), Quick Tips (handy tips on related topics), Blunder Busters (how to recover from an innocent mistake and rebuild your professional image), Pachter's Pointer (techniques that the author learnt and which will help you to steer you through some of the finer points of business etiquette). I liked the fact that the author very often emphasized the impact poor manners can have on your business. People love reading and learning from stories and personal experiences. If you are looking for that kind of book, this is the one! It offers 147 stories/experiences! I don't know of any other resource where you would find so many in one place!

What I particularly liked:

- \* The stories and experiences throughout the book (it would be very difficult to pick up one favourite story, because there were so many good and really good ones!). It is this aspect of the book that makes it so special!
- \* The practical examples (exact phrases) provided to use on various occasions. For example, What you should say after being introduced, How to accept a compliment graciously, How to write thank you notes, What to do if you are interrupted, How to avoid taboo topics
- \* The tests (how techno savvy are you, conflict self assessment, where are you on the relationship track, your image: what message are you sending?). It helps you to find out more about yourself.
- \* Some creative parts in the book (such as: effective ways to remember certain rules, creative ideas, e.g. how to drink creatively, how to let other people know how you would like to be called)
- \* The length of the chapters, it was well structured and easy to read. My 3 favourite chapters were: part 1 (making connections and establishing rapport), part 3 (a professional presence), and part 6: (what to say when it's hard to say).

When I was reading the book I looked at it from 3 different perspectives: as a reader (business professional), as an etiquette professional, and as a potential client. As a reader I felt... WOW! There are a lot of useful tips, covering a wide range of topics from table manners, to email etiquette, communication at the workplace, and much more. The content is presented in a well structured way and coming straight to the point. As an etiquette professional I felt ... WOW! There are some really interesting stories which would enrich every Etiquette Consultant's training program. As a potential client I felt ... WOW! This person is the one I'm going to hire for my own staff in etiquette matters. I don't need to look any further. She is a communication expert and her competence comes across very well in her book. Furthermore, she has many years of experience, not just in the US but also on an international scale. She mastered it in an excellent way to teach readers on etiquette and at the same time to promote herself as an expert in this field, brilliant!

How would I rate it? Without doubt, 10 out of 10. Let me tell you why. I've read quite a lot of etiquette books and what many of them have in common is that too often they focus too much on the do's and don'ts only. This book is different. This book gives you stories and personal experiences from the author and etiquette seminar attendees. It makes an ordinary etiquette book extraordinary!!! I know from my personal experience and I fully agree with the author in saying that telling a story or sharing a personal experience makes it more memorable. One more thing: When I was reading this book ... I felt like taking a seminar ... because in a seminar the trainer would (hopefully) share stories and experiences, you would (eventually) get to do tests, you would get to know the do's and don'ts, and you would get to know other course seminars questions and dilemmas, too. And that for just \$15! Great, I must say! (Karin Schroeck-Singh)

For anyone who's breaking in, moving up, or just trying to make a great professional impression, this essential guide offers real-life anecdotes and advice to help you build competence and confidence in the tricky arena of modern business etiquette. Includes: "Blunder Busters" - proven strategies to help you tackle anything from office dating to business lunches "Sir, your fly is unzipped!" - the art of verbal diplomacy Contemporary guidelines for goof-proof e-mail The top ten career killers and how to beat them Global gaffes: easy ways to avoid overseas embarrassment Grace under fire-surviving dining disasters, party faux-pas and everything in-between

About the Author Barbara Pachter is a business communications consultant, speaker, and coach. She has conducted more than 1,600 skill-building seminars on assertiveness, business etiquette, and international communications. Ellen Schneid Coleman, a former publishing executive, is a writer and editor specializing in books for business professionals.