Empowerment Skills

A few hints to help you land a job, keep a job and get ahead in life.
Three Major Empowerment Skills

- Etiquette Skills
- Networking Skills
- Roberts Rules of Order
Let’s Start with Etiquette

Everyone’s biggest fear:
But it is simple!

- Eating utensils – start with the outside piece for the first course and work your way in. The utensil above your plate is for dessert.
- But which water glass, coffee cup, bread plate is yours? It is hard to know at a round table unless you remember this -
Runny on the Right
Lumpy on the Left

- Runny – water, ice tea, coffee and soup are always on your right.

- Lumpy – bread, salad, dessert are on your left (although dessert can be directly above your plate).

- When you sit down at your place be the first one to claim your bread plate and water glass and then the rest of the table will not only be impressed but relieved!
The Rest is Common Sense

- Eat bacon, fried chicken and large shrimp with your fingers (unless it is in a sauce.)
- Pass clockwise
- Wait for everyone to be served before you begin
- Move your knife and fork to the center of your plate when you are finished
Away from the Table

- Wear your nametag on your right side and up high on your shirt (lose the lanyard!)
- At a reception, do not hold both a drink and a plate of food at the same time. Eat food at a table if at all possible.
- Always hold your drink with a napkin so that your hand does not get cold and sweaty.
400 Level Networking

- Choose a table to sit at where you do not know anyone
- Strike up a conversation with the person on your left
- At a reception, split up and work the room alone
5 + 7 = 12

- 5 as in fingers – start with a handshake
- 7 seconds. This is how long you have to grab the other person’s attention
- 12 minutes. This is the average amount of time you should talk to one person. Then you should move on.
Elevator Speech

- This is the speech that you prepare and practice beforehand. It needs to be short enough to share in the time it takes to ride an elevator and unique enough to capture the listener’s attention in the first seven seconds.
- This is NOT the lines you use at frat parties!
Do’s & Don’ts for the Elevator Speech

- Do
  Introduce yourself
  Ask questions about the other person
  Truly listen to their answers
  Be confident in your actions and words
  Begin with something unique about yourself

- Don’t
  Hand out your resume
  List your name, major and graduation date and then clam up
  Dominate the conversation
  Let the other person do all the talking
We All Need to Feel

- Interesting
- Special
- Engaged
- Safe
- A Connection to Others
Questions and Answers!

- **Ask questions**
  - Where do you work? What do you do there? How do you like what you do?

- **Give feedback**
  - That sounds interesting!

- **Relate your experiences to what they are saying.**
  - We talked about that subject in class and I find it very interesting because . . .
Listen Intently!

- Learn as much as you can from this person
- Let them know your interests, talents and aspirations
- Be confident! Remember confidence is the exact opposite of both timid and cocky!
- Ask them for their business card.
- Politely move on by thanking the person for their time or for sharing their knowledge.
As Soon As You Walk Away

- Write on the back of their card
  - Two unique things about that person or your conversation with that person
- If you didn’t get their card, then write down their name, where they work and the two unique things.
  - You can look them up in the attendee list later
As Soon As You Get Home

- Send a hand-written note to every person you met
  - Refer to the event you met them at
  - Refer to your conversation and note the two unique things
  - Ask them to review your resume and tell them why you want to work at their company
  - Thank them again
Dear Tom,

I really enjoyed meeting you at the ISPE Annual Meeting in Tampa. Our conversation about redheads and basketball at lunch was a pleasant highlight for me! Thank you for educating me about Merck & Co. Inc. It seemed to me that you really enjoy working for Merck and I think that I might like working there too. I have enclosed my resume and would really appreciate it if you could forward it along to the appropriate people at Merck. I am very interested in quality control and validation of pharmaceutical processes and am hoping to find a position in that field upon my graduation in May of 2005.

Thanks again for sharing your knowledge of the industry with me at ISPE and I hope to see you again at the conference in Scottsdale!
Two Weeks Later . . .

- Call or email the people you sent the note and resume to and ask them who they forwarded your resume to.
- Call that person and ask if they need any additional information
- Ask if you could get an interview scheduled or who you need to contact to schedule your interview.
That’s It!

- Robert’s Rules of Order
  - www.robertsrules.com

- Questions?