

# **ELOQUENT REFLECTIONS**

Professional Development  
Training, Coaching, and Refinement Services

## Personal/Professional Development Skills

### **Visual Impression**

- Poise/Posture/Demeanor/ Presence/ Body Language
- Facial expressions and Eye Contact
- Standing/Walking/ Sitting/Gestures/Spacing
- Making a great entrance
- Grooming Personal Hygiene/Appearance
- Make-up/ Proper application/Hair Style
- Wardrobe Development for your lifestyle
- Dressing for your body type
- The language of clothing (What your clothing say's about you)
- Clothing for Different Occasions
- Honoring your body (Dressing with dignity, respect and age appropriateness)
- Tips for building a successful wardrobe

### **Etiquette/Civility/Life/Communication Skills**

- People Skills "How to interact with others" Manners do Matter
- Social graces in various settings
- Showing good sportsmanship
- Attitude and Personality Development
- Introductions and Handshakes
- Communicating with diplomacy and tact
- Ten Important areas of speech and eliminating meaningless speech patterns
- Conversational Skills and The art of small talk
- Taking/leaving messages and giving directions
- Cell Phone Etiquette/ Texting/email/Social media presence and decorum
- How to prepare and deliver a speech and Tips on public speaking
- Table Etiquette/the utensils
- How to set/ what to use and when
- How to eat certain foods
- Dining etiquette and conversation
- Répondez s'il vous plaît (RSVP's)

- Dining in/out and tipping
- Character Building how to build Trust, Credibility, and Respect
- Time Management Skills
- Resiliency Skills “How to navigate life’s challenges and come out on top”
- Basic Financial Skills: The importance of saving, spending wisely, what is credit? Why it’s important and how to manage it.

### **Job/Career Skills**

- The application process
- Building a resume & cover letter/ the importance of references
- Job Searching Skills/ How to apply for a job in person/online
- Finding the right fit “Do what you love”
- The hiring process how it works the HR Office
- First Impressions/ introductions/ Body Language
- Interview Skills and how to prepare
- Interview questions you will be asked
- Interview questions you want to ask
- The Likability Factor “What is it” and how to make it work for you
- Top Skills Employers are looking for
- Professionalism Skills/Professionalism in the Workplace/Business Etiquette
- Customer Service Skills
- Networking Skills
- Social Media Profile
- Workplace Protocol
- Business Wardrobe
- How to fill out a W-4
- Salary negotiation “What are you worth”?
- The liability of employment hopping “Why you don’t want to do it”
- I got the job Now What! “How to maintain employment and move up the ladder”
- HELP! I want to get out of this job what do I do?
- Job/Career fair tips

“Inspiring Individuals and Organizations towards Performance Excellence”

[www.eloquentreflections.com](http://www.eloquentreflections.com)