

### **Handshaking Tips**

Always shake hands:

- When introduced to a person and when you say goodbye.
- When someone comes into your home or office to visit you.
- When you meet someone outside of your home or office.
- When you enter a room, are greeted by those you know and are introduced to those you don't know.
- When you leave a gathering attended by friends or business associates.
- When you are congratulating someone who has won an award or given a speech.
- With those nearest you, your host and with whomever you meet as you move around the room.
- When you are consoling someone.

### **Tips for Remembering Names**

- Stop telling yourself you don't remember names and start telling yourself. "I'm good at remembering names." This statement repeated often enough, can counteract any negative message about not remembering names.
- Slow down, listen carefully and pay attention when you meet a new person. Deliberately take the time for more than an exchange of names.
- Use the person's name in conversation. Use it often. Repetition builds memory. "There's a coat rack inside the door, Jim." "Have you lived here long Jim?"
- Look at the person's face. Most of us can recall faces better than names. Associate the name with the face.
- Use a personal connection such as someone else you know with the same name. "That's my middle name."
- Ask the person to spell his or her name. "Is that Steven with a "v" or Stephen with a "ph?"
- Tell the person what you have heard about him or her. Acknowledge talents or specific contributions. "I understand that this Business protocol tip sheet was your idea, Mark."
- Use memory technique. A ringing "Bell" or a spider "web" or a kite-flying "Franklin".
- Show enthusiasm. Let your tone of voice and body language indicate that you have met this person.
- Focus more on the person and less on yourself.
- If someone doesn't remember your name, come to the rescue immediately. Extend your hand, smile and say your name.
- If you can't remember someone's name: Put him or her at ease rather than focusing on your own embarrassment. Extend your hand, smile and say your name. The other person will say his or her name.