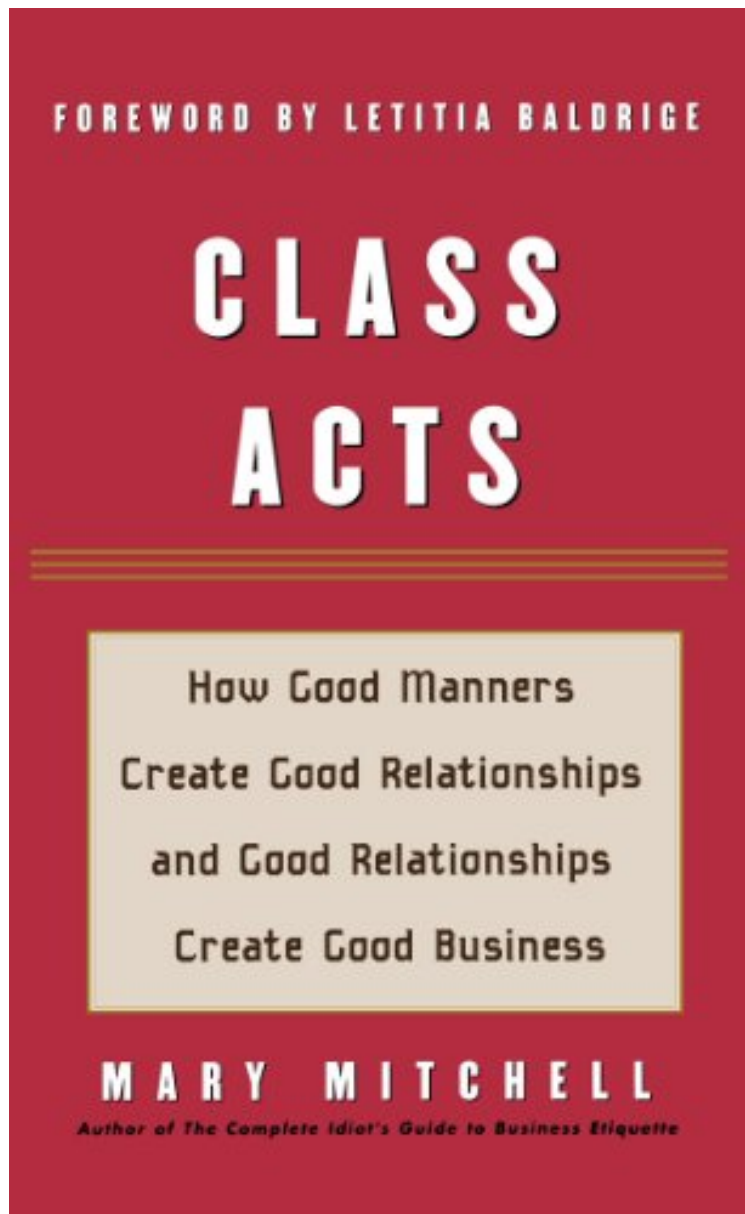


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Class Acts: How Good Manners Create Good Relationships and Good Relationships Create Good Business

Mary Mitchell

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Mary Mitchell : Class Acts: How Good Manners Create Good Relationships and Good Relationships Create Good Business before purchasing it in order to gage whether or not it would be worth my time, and all praised Class Acts: How Good Manners Create Good Relationships and Good Relationships Create Good Business:

6 of 6 people found the following review helpful. Invest in ExcellenceBy Tim D from DallasIf ever there was a book written and published (thank god) that should be mandatory reading for any person starting their business career this is it. Actually, this book is useful for anyone at any stage of their career.The simple truth of business is this: revenue is a lagging indicator...relationships are a leading one.Mary Mitchell has touched on virtually every aspect of gaining and maintaining a competitive advantage and positive relationship through good manners and business etiquette. Do you want to know when to bring up business at a meal, how to stop a colleague from being too aggressive? Or perhaps you wonder how to deal with one who is boring, or other difficult business situations? This treasure trove of practical information even points out how to be courteous when working out at the club or on the road. This book will show you how to fight fair i.e. how to keep an important relationship from dissolving from a conflict.Using just one of Mary's tips brought me a windfall of business and commissions, hint: write note cards.Perhaps the nicest thing about the book is it's holistic approach to personal and professional life and the inexorable tie between the two.Buy this book, invest in your own excellence and that of someone you care about...buy them one too.2 of 2 people found the following review helpful. The perfect giftBy A CustomerMary Mitchell's Class Acts is filled with good information, overlaid with a gentle philosophy, and is a good read to boot. It's the only etiquette book I've read cover to cover. It makes a perfect gift -- a lovely compliment to colleagues, clients and friends who are indeed class acts.0 of 0 people found the following review helpful. A very comprehensive guide to improve your soft skillsBy J.IlogEvery 5 star rating previous to mine is correct. This is a must read, as it defines what a class act is, how to communicate well, whether in person, email, telephone, etc, wearing the correct clothes, dining correctly, handling the passages of life with other coworkers, appropriate wording for when to fire someone, how to use the word "NO" correctly, and how to apologize well.Here are some quotes that are worth mentioning: "Don't use the word 'but.' 'But' is what I can an 'eraser word.' The minute it leaves your lips, whatever you said before it is forgotten. So erase 'but' from your vocabulary and replace it with 'and'....When we apologize, we are holding ourselves accountable to the truth. It also requires compassion to apologize....There is something sacred about apologizing...they help clear the path to moving forward in life after we've picked ourselves up again."

Here's the complete guide to handling sticky situations, embarrassing questions, rude encounters, and faux pas with grace and style.

About the AuthorMary Mitchell presents training seminars for employees at all levels. She lives in Philadelphia, PA.