



Business Etiquette & Other HR Best Practices

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First Impressions and Body Language

First Impressions Are...

55% visual



38% presentation

7% words



Things That Make a Great First Impression

- ▶ A smile
- ▶ The right handshake
- ▶ Introductions
- ▶ Speaking clearly
- ▶ Eye contact
- ▶ Appropriate body language



85% of your job success is connected to your people skills.

Body Language

Positive

- ▶ Appearing open and engaged
- ▶ Avoiding fidgeting
- ▶ Smiling as you walk into a room
- ▶ Actively listening to your conversational partner
- ▶ Maintaining eye contact
- ▶ Standing straight and relaxed
- ▶ Circulating the room

Negative

- ▶ Folding arms over your chest
- ▶ Leaning on walls, tables, etc.
- ▶ Scanning the room while having a conversation
- ▶ Slouching

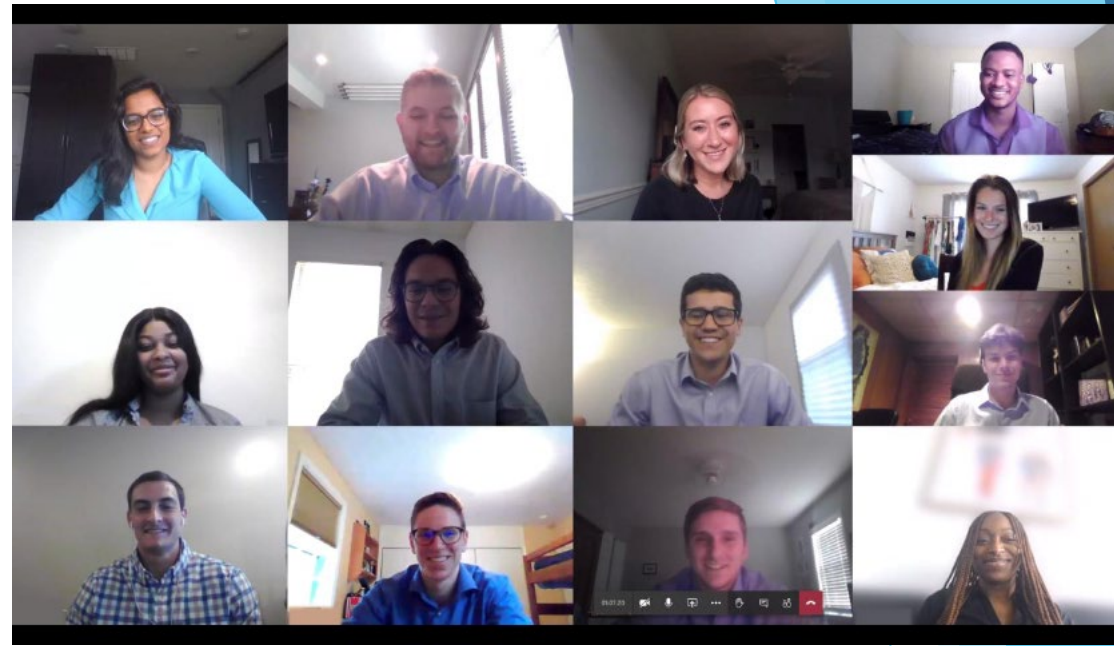




Dress to Impress

Dress Tips

- ▶ Casual
- ▶ Business Casual
- ▶ Professional Dress



Business Casual vs. Professional Dress: Women



Business Casual vs. Professional Dress: Men



Other Tips to Consider

- ▶ Figure out your “uniform”
- ▶ Groom accordingly
- ▶ Don’t use too much perfume or cologne
- ▶ Don’t forget about your hair and nails
- ▶ Appropriate amount and type of jewelry
- ▶ Conceal tattoos



*Remember, if you can see up it, down it or through it,
don't wear it!*



Communication

Networking Events

- ▶ Ask mentor about appropriate dress before you go
- ▶ Circulate the room
- ▶ Act with confidence
- ▶ Don't try to "top" the other person's comments
- ▶ Have a snack before the event
- ▶ Don't be too loud
- ▶ Try to always have right hand free



Have “Small Talk” Prepared

- ▶ Be well informed
 - ▶ Read or watch a daily news source
 - ▶ Stay current on specific industry news
 - ▶ Stay current on local community news
- ▶ Safe topics:
 - ▶ Surrounding/venue
 - ▶ Relationship to event
 - ▶ Weather
 - ▶ Sports/hobbies
 - ▶ Current events
 - ▶ Travel plans



Top Three Things to Do:
Recommendations from VBA President & CEO Bruce Whitehurst

1. [Bring your team to VBACONnect.](#)
2. [Enter your bank for the ABA Community Commitment Awards.](#)
3. [Learn more about our new Endorsed Provider, Gradifi.](#)

VBA Executive Brief

Electronic Etiquette

- ▶ Know that people notice
- ▶ Be mindful of cell phone visibility
- ▶ Be mindful of the volume of your voice
- ▶ Know your audience
- ▶ Don't assume ear buds are OK



Social Media

- ▶ You are what you post
- ▶ Engage with your bank on platforms
- ▶ Post about your internship experience
- ▶ Update LinkedIn to mirror your resume



Email Etiquette

- ▶ Aim for 24 hour response time
- ▶ Always spell check
- ▶ Avoid “reply all”
- ▶ Use caution when forwarding messages & clicking on links from external emails
- ▶ Know your audience
- ▶ Tone





Questions?