

Professional and Campus Networking Events (Mixer Style):

- Greet the host of the event with a smile and a firm handshake. Introduce yourself with your full name, major, and your university (depending on the nature of the event).
- Appropriate conversation topics include the organizational affiliation of the person you are speaking to, industry news, current events, advice from the individual about your purpose for networking, and other general topics.
- Avoid topics that involve personal views on religion, politics, marital/family status, and any subject that would not be legal/appropriate in an interview, for example.
- Use the internet/local papers etc to research who is going to be in attendance/presenting; be prepared to meet and talk to individuals of interest.
- If you are talking in a group, try to include everyone in the group in the conversation and don't close out those trying to get into your circle.
- Do not dominate the conversation. Asking questions of others helps ensure you won't talk too much.
- If food or drink is provided at the event, choose one and hold it in your left hand. You want to keep your right hand clean and ready for handshakes.
- If alcohol is being served (and even if you are legal) it is safest to refrain. Leave that more purely social occasions.
- Be sure to thank your host(s) in person and shake his/her hand before leaving.

Guest lectures, Panels, etc. (Presentation Style):

- Greet the host(s) of the event with a smile and a firm handshake. Introduce yourself either before or after the presentation.
- Be present and seated by the time the official presentation or program begins.
- Sit upright and make eye contact with the speakers; this sends the message that you are engaged in the presentation and makes an excellent impression.
- Be prepared with some knowledge of the purpose of the event, or the background of the speaker(s), prior to the event. Have some interesting questions ready.
- If appropriate, take notes.
- Don't talk to other audience members during the presentation.
- If you absolutely must step out for a minute during the program, or leave early, do so quietly and return just as quietly. If you know you will be leaving early, sit on an edge close to the exit and if possible, apologize to the host in advance, warning them you have to slip out.
- Turn your cell phone off during events, meetings, and classes; answering your cell phone in a meeting gives the impression that those around you are less important than any other person who might call.
- When asking questions:
 - If your question has broad appeal then ask during the Q and A session.
 - If your question is more of personal interest and irrelevant to the rest of the audience or the purpose of the event, ask it following the end of the program.
- Whenever possible, thank the guest speaker(s) for attending your class or the event in person with a handshake.

Professional Communication:

Email

- Never address someone you don't know by their first name. If possible research what they call themselves in their email/on the website etc and use that title: Mr, Ms, Mrs or Miss. If you don't know their title using both first and last name is safest.
- Start your email with a greeting: "Dear Mr./Ms.____" Or Dear John Smith. For Faculty use "Professor" or "Dr."
- Have a professional email address (no partygirl707@yahoo.com or iluvhiking@gmail.com). Make an address that is a combination of your first and last name.
- Be sure to check your email regularly and respond within a day or two.
- Do not use emoticons like smiley faces or hearts, and do not overuse exclamation points.
- Use complete sentences and check for grammatical errors. While spell-check may be helpful, it may not catch every error.
- *NO text talk.* or even commonly used abbreviations "b/c" "BTW" etc.
- Conclude your email with a professional signature that includes your full name, university, graduation year, phone number, and email address.

Making Calls

- Find a space you can be sure will be quiet throughout your call and use a land-line if possible.
- Be mentally prepared to make a call before you dial.
- Know with whom you want to speak and what you want to say or ask.
- Have a notepad with your questions already written and a pen so you can write down the information they give you.
- Always introduce yourself immediately and smile - research tells us that people really can hear your expression and attitude over the phone.
- When leaving messages, speak slowly, being sure to give both a first and last name and to leave your number twice: once at the beginning of the message and once at the end.

Your Voicemail

- Leave a professional greeting that states your full name, what message you would like the caller to leave you, and how you will follow up.
- Take off all ring-back tones.
- Do not have extraneous noise in the background of your message.

Letter Format

Letters are still the most formal mode of communication. Even with e-mail, it is still important to know the format of a formal business letter:

- Use 8 1/2 by 11 inch paper and write in single space.
- If the letter goes with your resume make them 'match' in terms of your contact information at the top.
- If the letter is not designed to go with a resume or on printed on letterhead, type your address, including your name, at the top of the letter.
- Skip one line. Then write out the date.
- Skip one line. Then type the recipient's name, title, and address.
- Skip one line. Write the salutation, including the recipient's title, last name, and a comma.
- For example, write, "Dear Dr. Peterson:"
- Skip one line. Write the short body of the letter in 3 parts and left justified (don't indent the first line of the paragraph). In the first part state the purpose of the letter and identify your connection to the recipient. In the second part, describe what you want. In the third part, make the specific request.
- Skip two lines. Close your letter with "Yours truly" or "Sincerely."
- Then skip three lines to leave room for your signature, and type your name.