

# POISED & PROPER™

## Professional Etiquette & Executive Presence Training

### Elevating Teams Through Modern Etiquette

At Poised & Proper™, we help professionals build the kind of presence that inspires confidence — in themselves, their teams, and the guests or clients they serve.

Our trainings combine timeless etiquette with modern communication and leadership strategies, equipping individuals to represent their organization with polish, purpose, and poise.

Whether your team works in hospitality, corporate, or client-facing roles, every session is designed to feel relevant, interactive, and transformative.

### Our Training Philosophy: The Three Pillars

#### 01 Professional Poise

*How You Carry Yourself*

We explore posture, presentation, and that subtle confidence that puts others at ease. It's about leading with composure and making an impression that lasts long after the first hello.

#### 02 Polished Communication

*How You Connect*

From tone and timing to word choice and body language, this pillar focuses on speaking with clarity and warmth — keeping professionalism natural, even during the busiest moments.

#### 03 Grace Under Pressure

*How You Respond When Things Get Hard*

Grace under pressure transforms challenging situations into opportunities to build trust. Teams learn to stay composed, empathetic, and consistent — no matter what the day brings.

*These core pillars form the foundation of every program we create — from front-of-house hospitality teams to senior leadership groups. Each builds upon the last, creating a culture of professionalism that's both confident and kind.*

# Training Topics at a Glance

Explore our most-requested focus areas — each fully customizable for your team's goals.

## Tier 1

### *Workplace & Professional Etiquette*

- Communication & Respectful Conduct
- Body Language & First Impressions
- Email, Meeting, & Hybrid Etiquette
- Handling Difficult Conversations

## Tier 2

### *Executive Presence & Client-Facing Etiquette*

- Personal Branding & Professional Image
- Confidence in Leadership Settings
- Representing the Company at Events
- Polished Introductions & Networking

## Tier 3

### *Dining & Business Etiquette*

- Formal & Informal Dining Protocols
- Hosting Clients with Grace
- International Dining & Cross-Cultural Awareness
- Conversation Flow Over Meals

*With dozens of modules to choose from, each training can be tailored to your team's goals. If you're looking for something unique, we have you covered.*

## How It Works

Every Poised & Proper training follows a collaborative, three-step process:

### Discovery & Alignment

We begin with a discovery call to understand your company culture, goals, and team dynamics.

### Customized Workshop Design

A curated agenda is developed based on your objectives — blending instruction, discussion, and real-world scenarios to keep engagement high.

### Delivery & Reflection

We deliver an interactive workshop that feels practical and personal, followed by optional take-away tools and team reflections to ensure lessons stick.

*Available as single sessions, half-day intensives, or multi-session series (virtual or on-site).*

# Sample Workshop: "First Impressions That Last"

A 90-Minute Professional Etiquette Experience

## Objectives:

- Strengthen posture, presence, and personal presentation
- Practice confident greetings and introductions
- Refine professional communication, both verbal and non-verbal
- Learn how to project calm and credibility under pressure

This session offers a glimpse into the Poised & Proper experience — blending guidance with interactive practice so participants leave feeling empowered, not lectured.

---

## For Leadership & Management Teams

Advanced offerings may include:

- Executive Presence & Personal Branding
- Mentoring & Role-Modeling Professional Conduct
- Polished Client Communication
- Graceful Conflict Resolution

*(Ideal for department heads, management teams, and leadership retreats.)*

---

## What Clients Are Saying

*"Nicole's training brought instant transformation to our team — practical, relatable, and truly impactful. She teaches etiquette in a way that feels modern and empowering."*

*— Hospitality Partner, Las Vegas*

*"Engaging, insightful, and transformative — our team still talks about it."*

*— Corporate Client, Las Vegas*

---

## Let's Elevate Your Team

Ready to bring polish and professionalism to your workplace?

✉ [nicole@poisedproper.com](mailto:nicole@poisedproper.com)

☎ (702) 582-9430

🌐 [www.poisedproper.com](http://www.poisedproper.com)

*Customized proposals and multi-session pricing available upon request.*