



## The Protocol Post

*Tips, Tools and Resources for Polished Professionals*  
June 2009

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Greetings! One of my guilty pleasures is watching the television show, [American Idol](#). During the final episode, I and millions of others watched in amazement as Kris Allen, the polite, aw-shucks singer from small-town Arkansas won the title. The old adage, "nice guys finish last" certainly did not apply in this case. In the past, nice people have often been thought of as wimps or pushovers. But I've got good news. Times are changing.

Amiable guys like pop hero, Kris Allen, are standing out and proving that we are transitioning into an age of nice. Niceness in our culture spikes when the real world is full of trouble, theorized Catherine Ryan Hyde, the author of "Pay it Forward," the 1999 novel that gave a marketable name to the idea of doing good deeds for strangers with the expectation that they would then do the same for others.

I was especially pleased when the New York Times recently published, "[Back by Popular Demand](#)," an article about why nice is back. Those who might be categorized as nice tend to have lower blood pressure and lower divorce rates, according to Linda Kaplan Thaler, author of "[The Power of Nice: How to Conquer the Business World With Kindness](#)." Thaler also says that doctors who take an extra few minutes to talk with patients are sued less often for malpractice.

If you'd like to join me in taking an oath of niceness, please visit [OperationNice.com](#). This blog was created about 10 months ago by Melissa Morris Ivone, a 28-year-old graphic designer in Cinnaminson, N.J., who was inspired after a stranger held the door for her in an elevator. She wanted to create an oasis of good vibes online. I encourage you to create an oasis of good vibes at home and work whenever you can. After all, this world certainly could use a little more kindness.

Warmest regards,

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## Saying "Hello" to Coworkers is More Important than You Might Think

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What is it about people who refuse to smile or greet you at work? Are they having such a bad day that they want to make sure you have a bad day too? It's important to acknowledge coworkers with a smile, a nod, or a friendly "hello." Ignoring coworkers in the morning is enough to set a bad tone for the entire day and create a negative working environment.

Besides, what kind of message does it send when you ignore others? Our culture interprets silence with anger, indifference or sadness. A smile and a friendly "hello," even when you're not feeling so chipper, can make you appear nicer and more approachable.

\*\*I was interviewed about this topic on May 25, 2009 in the *Lakeland Ledger*. [To read more click here.](#)

## Jacqueline In the News

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[Killion: LeBron James was the definition of a poor sport](#)

*Contra Costa Times*- Walnut Creek, CA, June 2, 2009

[What do you say when your server asks, 'How's your meal?'](#)

*Florida Times-Union* - Jacksonville, FL, May 28, 2009

[Social ties can ease burden of joblessness](#), *Lower Hudson Journal*

*News* - West Harrison, NY, May 11, 2009

## Jacqueline's Wardrobe Must-Haves

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Do you like wearing sling back shoes but hate it when the straps keep falling off your heels? I've found the solution! Try Foot Petals Strappy Strips at [www.footpetals.com](http://www.footpetals.com). They also prevent blisters and ugly red marks on your heels. \$7/set of 8.

## Three Most Bizarre Excuses for Being Late

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Twenty percent of us are late for work at least once a week, up from 15 percent a year ago. In addition, 10 percent admitted they are late at least twice a week. With that kind of track record for

tardiness, we have to think up new and better excuses besides the tried-and-true ones. Somehow getting stuck in traffic is just so overused. Here are three of the most bizarre excuses for being late:

1. One person reported taking a second shower after walking into a spider web.
2. A woman said her husband thinks it's funny to hide her car keys, so she is late to work since she has to find them before she can drive to the office.
3. A man claimed the left-turn signal on his car was broken so he had to drive to work making only right turns.

Being late can have serious consequences. Fully one-third of the managers surveyed said they have terminated an employee for being late.

--From the Editors at Netscape

## Attention Arizona Image & Etiquette Consultants!

Are you looking for ways to recession-proof your etiquette and image business? I will be in Phoenix, Arizona on **July 18-21** attending the National Speakers Association Convention. If you would like to schedule a private consultation with me during my visit, please contact me at [info@etiquetteexpert.com](mailto:info@etiquetteexpert.com).

## Details that Make the Difference



One way to add style and pizzazz to any suit is to wear a pocket square. A jacket's breast pocket was designed to display a pocket square. Without a pocket square the outfit appears incomplete. Pocket squares should not match the tie but should share the colors that are in your tie, and if possible, the colors in your shirt and jacket. [Click here to learn how to properly fold a pocket square.](#)

### Quick Links...

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**The Protocol School of Palm Beach, Inc.**  
**Palm Beach Office: 561.586.9026 | New York Office: 212.500.5974**

**E-mail: [info@etiquetteexpert.com](mailto:info@etiquetteexpert.com)**

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The Protocol School of Palm Beach, Inc. | Post Office Box 3073 | Palm Beach | FL | 33480