Julie

BLAIS COMEAU

SERVICE OFFER 2020

A POSITIVE IMAGE IS ESSENTIAL TO PROFESSIONAL SUCCESS

85% of the reason people are able to get a job, keep that job and move ahead in that job is directly related to people skills.

2010 study Harvard University, Carnegie Foundation
and The Stanford Research Institute

YOU HAVE THE TALENT, THE EDUCATION AND THE SKILLS, BUT DO YOU PROJECT CONFIDENCE AND CREDIBILITY?

Julie can help.

As Chief Etiquette Officer, she teaches the interpersonal skills necessary for professional success; etiquette, customer service, protocol, intercultural intelligence ... and much more!

Her mission? Make you shine!

Whether the participants are new recruits, seasoned C-suite leaders or fast track candidates, Julie develops an exclusive program, just for you according to your objectives and their needs

Energizing and interactive activities

- Multi-day training program
- Full or Half-day interactive workshop
- One-day professional presence session
- One-hour or less, power-packed conference, lunch n' learn, or webinar
- One-on-one personal brand management and executive coaching

A leader in gaffe-proofing careers, Julie teaches the modern manners of the digital era. By the end of your session all will say "Farewell faux-pas. Hello confidence and credibility!"

GET THE COMPETITIVE EDGE, NOW.

WHO IS JULIE?

She is Chief Etiquette Officer.

Her mission is simple: educate so all may project confidence and credibility to build relationships and achieve the career of their dreams

In 2011, she founded etiquettejulie.com, a training and development firm dedicated to teaching interpersonal skills, professionalism, client services and image management.

Julie is a fluently bilingual professional speaker (CAPS), that is specialized and certified in business etiquette and international protocol, (PSOW) intercultural intelligence (Aperian Global) and is recognized as a National Tourism Trainer (CTHRC). She has a solid experience in human resources, management and in training and training and development.

A sought after media collaborator

You may have seen, heard or read her on Entertainment Tonight, CBC, CTV, Reuters, Canadian Living or in her Huffington Post blog Sticky Situations, amongst other media outlets.

Clients

The list includes: professional firms, public servants, universities and associations; Public Works of the Government of Canada, E & Y, Deloitte, Stikeman Elliott, Rio Tinto, McGill University, GDMS and the Marriott Ottawa, to name a few.

Author

- Etiquette: Confidence & Credibility (Jewels 2013)
- Quoi dire comment faire et quand? (Béliveau 2014)
- Projetez confiance et crédibilité (Béliveau 2015)
- Communiquer correctement en affaires à l'ère numérique (Béliveau 2016)

Accomplishments

- 2018 Stokes Brand Ambassador
- 2018 Bernardin Spokesperson
- 2017 Rubbermaid Brilliance Spokesperson
- 2016 Grand & Toy Spokesperson Holiday Gifting at work campaign
- 2016 Courvoisier Spokesperson
- 2011 RéFAP Self Employed Business Woman of the Year
- 2005 Initiated/presented a petition to the Government of Canada for support in extra-curricular activities. Canadian families now benefit from a tax credit.

Connect with Julie on Twitter | Facebook | LinkedIn and visit her website.

WHAT THEY SAY ABOUT JULIE

“Training with Julie is like watching an educational TV show; you have fun while learning!”

Thank you very much Julie for your excellent presentation yesterday. All of the participants were very happy with the results and the comments were extremely positive. It is unfortunate that we did not have more time. I hope we can repeat this experience in the future.

Elizabeth Rody
Chief of Protocol, Parliament of Canada

I really enjoyed the (Business Cocktail Networking conference) event. I learned a lot and actually put some of it into practice yesterday when having a business lunch!! Thank you for a very enjoyable evening and for all the tips and tricks. Truly a wonderful experience.

Sonia Greco
Senior Business Analyst, Customer Experience Shared Services Manulife

It was a great experience having Julie animate a workshop for Richter's summer interns. The students truly appreciated her workshop "B.O.O.T. Camp, Interpersonal Skills for Internship Success" and continued to talk about it beyond their internship. It was a memorable business etiquette workshop that contributed to their personal and professional development. An excellent icebreaker for students launching their career! It was a real pleasure and we look forward to collaborating with Julie again soon.

Juliana D'Orso
CRHA, CHRP, Senior Advisor, Human Resources, Richter

Julie's etiquette course always leave our students and alumni with more confidence for networking and attending events. She teaches attendees so much more than simply which fork to use — but also how to be comfortable and gracious in a variety of formal situations. University courses only go so far, and Julie helps bridge the professional development gap by providing valuable information in an engaging, accessible and welcoming format.

Ryan Kennery
Member of the Board of Directors, University of Ottawa Alumni Association

MINIMUM COMMITMENT

With maximum results, always.

CHOOSE AND SHINE!

Workshop and Dining Tutorial start at **$3000***

Executive coaching starts at **$2000***

- Neds analysis; 30-minute phone conversation
- Three 60 minute sessions in person, on the phone or on videoconference
- Preparatory and follow up activities
- Unlimited email access to Julie for the duration of the coaching
- Autographed copy of one of Julie's books; client's choice

Interactive conference starts at **$2000***

Consultation $250/hour*

- or a 60 minutes' session on the phone or in videoconference
- Makeover **$250***, plus necessary experts for :
- Clothing
- Hair and makeup
- Photography

Intercultural profile $250 *

- per questionnaire,
- plus, an interactive conference **$2000 ***

Customised training /Train the trainer program start at **$10 000 ***

The best Return on Investment

Julie's book, *Etiquette: Confidence & Credibility* **$24,95 ***

* *Plus applicable taxes, meal(s), transportation and accommodation, when needed.*

WHAT'S YOUR CHOICE AMONGST THE FOLLOWING THEMES?

DEFINE YOUR BRAND AND MASTER YOUR FIRST IMPRESSION

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Give your team the necessary resources to convey a more confident image of themselves and turn them into a network of profitable ambassadors.

Your employees are good, but do they sometimes lack a little luster, a little polish, a little shine? Have you ever been embarrassed by their words, gestures or lack of good manners?

Give us the task of turning them into confident and credible company ambassadors. We will empower them so that each one of them can make a good impression.

Succeeding in business, starts with a positive impression. It is the foundation to harmonious and fruitful partnerships. The good news is that a positive impression can be planned and practiced. Offer your team a training activity that will empower them to shine.

TOPICS COVERED:

- The brand called you; based on values and skills
- The eleven decisions everyone makes when meeting someone
- The top five of the first impression
- Perception influencers
- Your digital footprint
- Necessary adaptations based on the context and the circumstances
- Means and opportunities to apply new knowledge

WHY WORK AT MASTERING THE FIRST IMPRESSION?

- Define values and skills
- Inspire confidence and credibility
- Reduce stress during important encounters
- Avoid professional misconduct
- Stand out from the competition
- Be memorable
- Protect your reputation
- Develop new business opportunities
- Expand your network of contacts that matter
- Enjoy more user-friendly business relationships
- Project a better image

WHICH PROFESSIONALS WOULD BENEFIT TO IMPROVE THEIR FIRST IMPRESSION?

- Corporate ambassadors of all levels
- High potential employees
- Employees in transition
- International students
- Officials
- Executive officers
- New recruits
- Politicians and political affiliates
- Support staff
- Professionals
- International work teams
- Multi-generation teams

COCKTAIL NETWORKING DOS AND DON'TS

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From the entrance, to the follow-up, everything counts when networking during a power breakfast, a cocktail event, a convention, professional conferences, community events or a social activity. Empower your team and allow to practice all that they should know to network and watch them transform into confident company ambassadors.

Your employees are the best. The cream of the crop. They know your products and services very well. Good for you! But, do they freeze at the idea of walking into a room full of strangers to introduce themselves and your company? Stop! Gather them together and we will develop these interpersonal skills. With our tips and tricks, in no time, they will be ready to represent you, forge links and sell.

Networking is not about having a beverage, shaking hands with buddies and eating a few bites. Networking is building loyal and lasting business relationships to ultimately grow your contacts and contracts.

TOPICS COVERED COCKTAIL NETWORKING DOS AND DON'TS:

- Deciding to go or not to go
- Establishing its objectives
- Entering and posing
- Building the "elevator pitch"
- Knowing what to talk about and what to avoid talking about
- Drinking and eating without embarrassment
- Exchanging business cards according to protocol
- Introducing people according to precedence
- Greeting according to local customs
- Remembering names
- Following-up; with whom, how and when

WHY PRACTICE NETWORKING TECHNIQUES? TO:

- Inspire confidence and credibility
- Develop new business opportunities
- Enjoy better business relationships
- Develop a network that works for you
- Reduce stress during networking activities
- Avoid professional misconduct
- Project a better image

WHO WOULD BENEFIT FROM LEARNING TO NETWORK IN PERSON:

- Employees in transition
- Building contractors
- International Students
- Self-employed
- Young graduates
- New arrivals
- Professionals

85% of the reasons someone gets a job, maintains it or gets a promotion are related to interpersonal relationships. - Harvard University, the Carnegie Foundation and the Stanford Research Institute

DINE AND SHINE;
DON’T DO LUNCH TO EAT AND DRINK

DINE AND SHINE; DON'T DO LUNCH TO EAT AND DRINK

Prepare your team so they can do business at the table without paralyzing or being judged negatively. Enjoy their ability to network, even when eating.

According to a survey of the best places for conducting business discussions, almost half (49 per cent) of executives surveyed, including 1,400 CFOs, reported that their greatest successes outside the office were conducted during a meal.

Whether it's a recognition gala or an impromptu lunch at the office, certain processes and protocols apply. Give them the answers to their questions, so they can participate in business meals with ease and confidence.

TOPICS COVERED DURING A DINE AND SHINE TRAINING ACTIVITY:

- To build profitable relationships
- The roles of the host and the guest
- The invitation
- The choice of restaurant
- Allergies, dietary restrictions and alcohol
- Seating assignments
- Making introductions
- Suitable conversation topics, to avoid and when to talk business
- Positioning of the utensils and reading the table
- Methods: Continental versus American
- Dealing with difficult foods
- Silent service codes
- Choosing and tasting wine
- The art of toasting
- Paying, tipping and thanking graciously

WHY IMPROVE EASE AT THE TABLE?

- Inspire confidence and credibility
- Avoid embarrassment
- Reduce stress in an unfamiliar situation
- Avoiding professional misconduct
- Project a better image

WHICH PROFESSIONALS WOULD BENEFIT TO IMPROVE THEIR FIRST IMPRESSION?

- Corporate ambassadors of all levels
- High potential employees
- Employees in transition
- International students
- Officials
- Executive officers
- New recruits
- Politicians and political affiliates
- Support staff
- Professionals
- International work teams
- Multi-Generation teams

DRESSING FOR YOUR CLIENT; YOUR PROFESSION AND COMPANY CULTURE

DRESSING FOR YOUR CLIENT;
YOUR PROFESSION AND COMPANY CULTURE

Give your resources the necessary information so that they may make wise attire choices to represent your company at its best.

Do you sometimes scratch your head trying to understand the clothing choices of some employees? Do you occasionally look elsewhere to avoid embarrassment? Register for a training activity. With tact and diplomacy, we will illustrate the appropriate and inappropriate attire members of your team.

TOPICS COVERED DURING THE TRAINING ACTIVITY DRESSING FOR YOUR CLIENT:

- Professional dress code guidelines; dos and don'ts according to your policies
- A 10-10 (ten items for ten days at work) wardrobe that can take modern day employees from a formal presentation to a client to a casual barbecue at the office
- The illusion of silhouettes, dress styles and color symbolism
- The complementarity of accessories
- Dress codes decoded
- A re-looking (metamorphosis) with:
- A fashion stylist
- A professional hairdresser
- A makeup artist
- A professional photographer

WHY LEARN HOW TO DRESS FOR YOUR CLIENT?

- To inspire trust and credibility
- To project a more cohesive image between your employees and your company
- To respect the dress codes according to the occasion and the place

WHAT PROFESSIONALS WOULD GAIN FROM PARTICIPATING IN THIS ACTIVITY?

- Corporate ambassadors of all levels
- Executive officers
- Politicians
- Professionals
- Officials
- Employees in transition
- New recruits
- Young graduates
- International work teams

ONE SHOULD NOT JUDGE A BOOK NOT ITS COVER. IT IS NOT THE CONTAINER, BUT THE CONTENT THAT COUNTS. BUT ... EVERYBODY DOES. RIGHT?

DEVELOP YOUR INTERCULTURAL INTELLIGENCE

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Expand your team's intercultural knowledge of differences and similitudes and watch them build respectful relationships at work and in your community.

Have you ever insulted your host or lacked decorum when visiting a client? What is acceptable here, may not be elsewhere and vice versa. Whether you are hosting a delegation or going on a mission, avoid embarrassment, mistakes and diplomatic mishaps. We, our training activities, our intercultural tools and databases, are at your service.

TOPICS COVERED DURING DEVELOP YOUR INTERCULTURAL INTELLIGENCE:

- Our similarities and differences
- Cultural and generational diversity
- The triangle of cultural behavior
- The five cultural dimensions and their paradigms
- Protocol and precedence in action, in communications, presentations, seating, placement of flags and in gifts
- The business etiquette of greetings, proximity, punctuality, eye contact, body language and conversation
- Suitable adaptations depending on the context and the individuals

WHY DEVELOP YOUR INTERCULTURAL INTELLIGENCE?

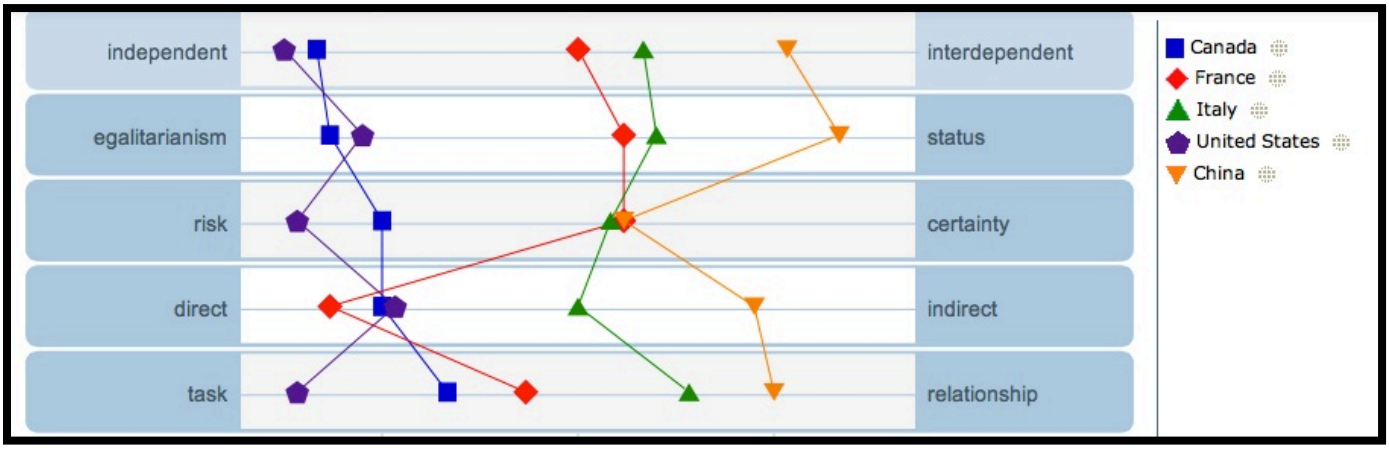
- To avoid diplomatic blunder, offend or insult
- Avoid embarrassment or inertia
- Inspire confidence and credibility
- Better understand team members and clients
- Develop new business opportunities
- Take advantage of more friendly and empathetic professional relationships
- Develop an international network of contacts
- Reduce stress in intercultural interactions
- Project a better image

WHICH PROFESSIONALS WOULD BENEFIT FROM DEVELOPING THEIR INTERCULTURAL INTELLIGENCE?

- Newcomers
- International work teams
- Corporate ambassadors traveling internationally or hosting foreign delegations
- Politicians

Turn to the next page to see our cultural profiling tool in action.

OUR CULTURAL PROFILING TOOL



* Your training activity may include the above inter-cultural profile at a cost of $100, plus applicable taxes, per participant. Fox six months they will have access to and can compare themselves to 90 nations.

Should you choose this option, before your training activity, all participants answer 40 questions that plots them on the above five dimensions. Note that in an organizational setting, countries can be replaced team members.

Quickly, visually, you will understand the gaps within your team.

Fascinating, isn't it?

COMMUNICATING CORRECTLY WITH TECHNOLOGY

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Show your resources how to communicate clearly and correctly and benefit from their ability to forge loyal and harmonious ties, in your corporate name.

Messages can be perceived differently and the means of communicating are multiple.

Do your clients, suppliers or other members of the team comment on the discrepancies in communication expectations: text messages at inappropriate times, misuse of Cc, lack of rigor in replies, too many typos, etc.?

Don't wait any longer. Let Julie reset the techno expectations on all their gadgets.

Ensure effective communication in all your networks by providing your employees with the knowledge that will enable them to disseminate the right information according to your mission and values.

TOPICS THAT COULD BE COVERED DURING COMMUNICATING CORRECTLY WITH TECHNOLOGY:

- The three key messages of successful communication
- Perception influencers
- The four communication styles
- Adaptations according to recipient, message and circumstances
- The necessary elements and irritants to avoid, to ensure communications receive the deserved attention in email, by phone, on social media platforms, in videoconferencing and in person

WHY WORK TO COMMUNICATE BETTER? TO:

- Inspire confidence and credibility
- Ensure that your values are respected
- Increase efficiency
- Enjoy friendlier business relationships
- Avoid misunderstanding
- Project a better image

WHICH PROFESSIONALS WOULD BENEFIT FROM BETTER COMMUNICATION? – EVERYONE!

STOPPING INCIVILITY IN THE WORKPLACE; INCREASES THE COLLECTIVE WELL-BEING

STOPPING INCIVILITY IN THE WORKPLACE; INCREASES THE COLLECTIVE WELL-BEING

Protect your workplace or stop the cycle of incivility with an awareness activity. Then see your resources flourish at work and actively contribute to your objectives.

Teamwork is not always easy, and an unhealthy or declining work environment has an impact on productivity, performance and of course on your results. Offer an awareness activity, give your teams tips and tools that will contribute to the improvement of your workplace's climate by aiming for harmony and respecting differences.

According to a study, from the book The Cost of Bad Behavior by Christine Borath and Christine Pearson, incivility in the workplace is on the rise and costly. Half of the employees affected by incivility think of leaving their jobs while one-eighth leave their job. These effects are devastating and have an impact on your financial results.

TOPICS COVERED DURING STOPPING WORKPLACE INCIVILITY; INCREASE COLLECTIVE WELL-BEING:

- Behaviors and subtleties of incivility
- Their impact on the work team
- Costs of incivility
- The sights, the sounds, and smells of diversity
- Little-known "magic words" that are essential to a productive workplace
- What to say and do moments of incivility and rudeness

WHY PROTECT YOUR BUSINESS FROM INCIVILITY?

- Avoid loss of time
- Avoid loss of income
- Avoid dissatisfaction with your resources
- Avoid demotivation
- Avoid good employees leaving your organization
- Maintain harmony within your team
- Retain your employees

WHO WOULD GAIN BY UNDERSTANDING THE EFFECTS OF INCIVILITY?

- Corporate ambassadors of all levels
- High potential employees
- Employees in transition
- International students
- Officials
- Executive officers
- New recruits
- Politicians and political affiliates
- Support staff
- Professionals
- International work teams
- Multi-generation teams

PREPARE AND PARTICIPATE FOR MORE PRODUCTIVE MEETINGS

PREPARE AND PARTICIPATE FOR MORE PRODUCTIVE MEETINGS

Bring your team together and educate them on how not to waste time during meetings but instead turn them into accountable action plans. You and your employees will gain in productivity and efficiency.

Are you tired of hearing: "Oh no, not another meeting? "Or to see the door open for every latecomer? Do you have participants who routinely deviate from the agenda? Do you feel that you are never making progress, despite all your meetings? Stop wasting your time and theirs. Learn how to have productive meetings.

Business meetings are inevitable and necessary to achieve your goals. Teach your employees how to better prepare and participate.

TOPICS COVERED DURING PREPARE AND PARTICIPATE FOR MORE PRODUCTIVE MEETINGS:

- A simple method and customizable templates to inform, consult, solve or decide
- An action plan to effectively assign tasks and follow-up
- Assignment of seats and presentations according to precedence
- Notions of body language
- The use of technology
- Tips to stay on time and correct latecomers
- Ideas to innovate in your meetings

WHY IMPROVE YOUR MEETINGS?

- Standardize practices
- Better document decisions
- Increase productivity
- Minimize time wasted
- Increase participation
- Facilitate assignment of tasks
- Act and achieve goals faster

WHO WOULD BENEFIT TO IMPROVE THEIR MEETINGS?

- Corporate ambassadors of all levels
- Executive Officers
- International work and multi-generation teams
- New recruits
- Professionals
- Support staff
- Young graduates

GET YOUR MEETINGS BACK ON TRACK WITH A REASON FOR BEING, A DOSE OF ENERGY AND ACTIVE PARTICIPATION.

ADOPTING AN H2H CLIENT APPROACH; FROM HUMAN TO HUMAN

ADOPTING AN H2H CLIENT APPROACH; FROM HUMAN TO HUMAN

Allow your resources to adapt to the diversity of your customer's base while gaining the competitive edge.

We are in the era of globalization. You are not the only ones to have your products or to do what you do. Competition is fierce in the global arena. But, it remains that the greatest distinction to have is to stand out in service.

Gather your team and offer them how to keep your customers loyal. Quick! the trophy of the company of the year awaits you.

Whether your resources deploy B2B or B2C efforts, small or large, your business is doing H2H business; from Human to Human. Stand out from the competition by educating your representatives on how to adapt to your customers.

TOPICS COVERED DURING ADOPTING AN H2H CLIENT APPROACH; FROM HUMAN TO HUMAN:

- What is an H2H experience
- Sensory customer perspective
- Communication according to the diversity of your clients
- The 3 Cs of a positive impression
- The adjustments needed to improve the H2H experience
- A constant service cycle to satisfy the dissatisfied

WHY ADOPT AN H2H APPROACH? TO:

- Better understanding of customers
- Avoid misunderstandings
- Foster interaction
- Prevent cultural faux-pas
- Project a better image
- Inspire confidence and credibility
- Enjoy more user-friendly business relationships
- Develop new business opportunities

WHICH COMPANIES WOULD BENEFIT FROM AN H2H APPROACH?

- Professional Firms
- Medical clinics
- Dental clinics
- Optometry clinics
- Medical and aesthetic clinics
- Beauty salon
- Spas
- Retail stores
- Food
- Eating & drinking
- Hotels
- Transportation companies
- Taxi companies
- Multidisciplinary working teams
- International work teams

BEING RIGHT IS A MATTER OF PERCEPTION, THEIRS. FROM HIS POINT OF VIEW YOUR CLIENT IS ALWAYS RIGHT. IMMERSE YOURSELF IN HIS PERCEPTION.

BACKPACK TO BRIEFCASE; INTERPERSONAL SKILLS FOR PROFESSIONAL SUCCESS

BACKPACK TO BRIEFCASE;
INTERPERSONAL SKILLS FOR PROFESSIONAL SUCCESS

Today's young graduates are more educated than ever. They are eager and ready to conquer the world. But do they know the codes and behaviors needed to earn a first job? And what about basic manners? Do they know how to go from their graduation ball to their first job? Cheaper than their prom, during a dynamic workshop, they will learn what they need to know to shine during that first job interview.

"Canadians expect to spend an average of $ 804 for their graduation ball."
- Visa Canada Survey

THROUGH PARTICIPATORY ACTIVITIES THE FUTURE GRADUATE WILL LEARN:

- Dining etiquette
- How to set the table
- Eating Continental or American style
- Allergies and intolerances
- Silent service codes
- Prom manners
- Entering and leaving the limousine
- Arriving and walking in
- Conversation; appropriate and inappropriate topics
- How to make introductions
- How to communicate; in person, on the phone, in e-mails, in texting messages, on social media, in videoconferencing
- Interviewing; preparing, arriving, greeting, answering, conversing, thanking and following up

WHY OFFER AN ETIQUETTE WORKSHOP TO FUTURE GRADUATES?

- Increase their self-esteem, confidence and fluency in interpersonal skills
- Encourage positive interactions
- Build a positive image

WHO WOULD BENEFIT FROM PARTICIPATING IN AN ACTIVITY ON GOOD MANNERS?

- Youth aged 17 and over
- Extracurricular groups or associations ages 17 and over
- Graduation classes

AT THE END OF THE PROGRAM, THE FUTURE GRADUATE WILL BE CONFIDENT, READY TO REALIZE AND STAND OUT FROM THE COMPETITION.

AFTERNOON TEA ETIQUETTE

AFTERNOON TEA ETIQUETTE

You are an association, a group or a group of employees in search of a team building and innovative activity?

You have a full calendar to fill with interesting and energizing activities. Your members are tired of the same old activities, week after week, month after month and year after year. You want to innovate and entertain them. This activity, which brings together history, traditions and protocol, will delight them.

WE OFFER AFTERNOON TEA WHILE SIPPING TEA AND EATING SCONES, YOU:

- Learn the origins of tea
- Practice the traditions and protocol of afternoon tea
- Enjoy scones and other afternoon tea delights
- Know the answer to the question: "Do we drink tea with the pinkie up in the air or not? "

WHY OFFER AN INTERACTIVE LECTURE ON AFTERNOON TEA?

- Learn the basics of business, table or networking
- Foster teamwork internally, as well as with your customers and service providers
- Provide an energetic icebreaker activity during a training program
- Teach the basics of good manners to young people

WHO SHOULD PARTICIPATE IN AN INTERACTIVE LECTURE ON AFTERNOON TEA?

- Associations
- Business groups
- Community associations
- Children, adolescents and young adults
- Retired and semi-retired clubs

MANNERS MATTERS; SOCIETAL SKILLS FOR YOUNG LADIES AND GENTLEMEN

MANNERS MATTERS;
SOCIETAL SKILLS FOR YOUNG LADIES AND GENTLEMEN

Give your children the gift of good manners and open the world to them. Watch them flourish when they interact with other youth and adults in school as well as within your family and in the community.

Your children are adorable! But sometimes you would like someone else, a professional, to take the time to show them how to eat, to shake hands, to stand, converse or how to make introductions. Cheaper than piano lessons for a year or registration to a hockey season, book them for a half-day session with Julie and watch them blossom.

In this dynamic workshop, young ladies and young men learn the interpersonal skills necessary for life in society.

THROUGH PARTICIPATORY ACTIVITIES, YOUR CHILD WILL LEARN:

- What good manners are
- Why they should have good manners
- Greetings and presentations
- Conversation and compliments
- Table manners
- The power of the magic words
- The thank you note

THEY WILL RECEIVE:

- A certificate
- A memory aid to set the table
- A photo with the Duke and Duchess of Cambridge, Will and Kate (in cardboard, actual size)
- A snack (provided by you or Julie)

WHY OFFER A MANNERS MATTER WORKSHOP?

- Increase their self-esteem, confidence and ease in their relationships
- Promote positive interactions at school, within you family and the community
- Develop new friendships

WHO WOULD BENEFIT FROM PARTICIPATING IN AN ACTIVITY ON GOOD MANNERS?

- Children and adolescents aged 6 to 17 years
- Sports teams for boys and girls aged 6 to 17
- Parent-school groups of boys and girls aged 6 to 17
- Classes of students aged 6 to 17

AT THE END OF THIS WORKSHOP, YOUR CHILD WILL BE CONFIDENT AND PROUD, READY TO BOND POSITIVELY.

CUSTOMIZED TRAINING
It starts with you; your objectives and needs.
Don’t delay your success!

HOW IT WORKS?

1. **Needs analysis**
   On the phone, via videoconferencing, or in-person, you meet with Julie to discuss your business, objectives, challenges, training requirements and expectations.

2. **Service offer**
   You receive your Service offer or Invoice, with:
   Fees, deliverables and responsibilities.

3. **Customization**
   Based on the Needs analysis, Julie develops a program, a speech or an interactive training session, just for you and/or your team.

4. **Complementary activities**
   Following your initial activity, Julie can also help with other training activities or individual coaching.

Julie teaches, coaches, presents or hosts.

CONDITIONS

- Once accepted verbally or by email, your activity is non-cancellable. However, it may be rescheduled without penalty and time limit, subject only to a mutually acceptable date.

- Upon acceptance, a minimum payment of 50% of the total fees is due as a deposit.

- The remainder of the fees is due by the start of the activity.

- Your payment(s) may be made by e-transfer, credit card or cheque.

- As the client you are responsible for costs associated with:
  - room rental,
  - audio-visual equipment and
  - catering fees.

- If applicable, accommodation and transportation fees as well as meals, will be charged.

- We will both inform each other of unforeseen changes, developments or situations that may impact the success of the activity.

Ready when you are!

Julie
BLAIS COMEAU

CBC Radio-Canada les affaires TVA CTV THE HUFFINGTON POST CANADA