

Mind Your Manners

An Insiders guide to social fluency

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Sara Jane is a Harvard Business School graduate.

She hosted *Mind your Manners* on Netflix , starting 2022 to huge acclaim

Etiquette in a word is connection

**Etiquette is the glue that holds society
together**

Social fluency is the ability to read situations with speed and accuracy and being able to interact with others in a smooth effective and confident way.

**Contemporary etiquette is contextual
unlike Victorian etiquette which was about
how the king wanted you to behave.**

**Etiquette is about putting people at ease,
including yourself.**

How much social contact we desire has to do with our personality.

Japan is a high context culture where active listening and reading between the lines matters. USA is a low context culture, which values clear and direct communication.

Every conversation is like a story, it needs a warm up, a climax and a countdown

You never get a second chance to make a first impression.

**We are grateful to the charming ones
because they draw us out of our shells.**

People think of charm as a magical quality, something you must be born with, but that is far from the truth

“The opposite of talking isn’t listening, its waiting” – Fran Lebowitz

Charm works if its genuine

**Gossip gets a bad name but its an
undeniably useful tool in social bonding**

Gossip is social currency, hidden knowledge that gives you power if used properly. The important thing to determine is where your loyalties lie.

If someone you don't know says something rude to you, play deaf.

Unlike acquaintances, friends are entitled to your honest opinion.

With close friends you can speak your mind

A friend who is honest with you even wounding you is priceless.

With friends you need to know when to push back and when to back off.

There are guilt cultures like USA and shame cultures like Japan, Korea, and China.

Guilt keeps people in line in America, much like shame keeps people in line in the East

Press send on social media and it is public property for any to say what they want

What not to do in group chats

1. Do not spam the group chat
2. What happens in the group should stay in the group
3. Do not add new people without asking current members
4. Do not have a 1 on 1 conversation with another member
5. Don't take it personally if your post is ignored
6. Do not be overreactive, rude or hurtful
7. Go light on emojis and punctuations

**“If you are the smartest person in the room,
then you are in the wrong room “-
Confucius**

Decoding power structure and hierarchy is important in an organization

- **Writing a good CV**

Your CV is your first impression on paper

Keep it to one page

Emphasize relevant activities and outcomes

Avoid passive phrases

Highlight soft skills

Proof read before you send

**You are never too junior to reach out to
business contacts to network**

Soft skills can help you keep the job once you get it.

If you want to be well connected then you should be able to help people connect too and everyone can hone this superpower.

The 6 commandments of super connectors

1. Its not about the numbers, it's the quality of relationships
2. Keep up with your connections
3. Enjoy the present, look to the future
4. It is better to give
5. Be generous
6. Don't be offended that people become better friends with someone you have made an introduction to.

Connecting people who can give something of mutual value is like a barter system

Creating connections is joyful community building which is not the same as networking

When you understand how to bring value to people, you become important and important people want to know you

**Wharton professor Adam Grant classified
people as**

**Givers
Takers and
Matchers**

“Truly powerful people don’t explain why they want respect, they simply don’t engage with someone who doesn’t give them respect”. Sherry Argov

A powerful way to neutralize negativity is to smile

Welcoming constructive criticism is the most powerful tool for career success.

6 steps for processing constructive criticism

1. Keep an open mind
2. Remember the criticism is of your behavior , not your entire being
3. Look for the value in the criticism
4. Don't take it personally
5. Be grateful
6. Use criticism as a chance to reflect on your own actions

Forget what hurt you but don't forget what it taught you

Envy eats at you from the inside out

**Modesty and a bit of self deprecation help
you nip envy in the bud**

Americans love the energy of bouncing ideas with each other.

Asian and Nordic countries are listening cultures where silence can be more eloquent than words

In America, silence is often seen as awkward and uncomfortable

Writing an e mail is best for specific and mundane tasks

Face to face requests are 34 times more likely to get responses than e mails

Your colleagues will expect a reply to their e mail in 24 hours

In writing mails

Attach the file first

Then construct the letter or body and

Then add the contacts to be sent to

A parent can give a child no better gift than beautiful manners

9 steps to raising socially fluent children

1. Say please and thank you
2. Look adults in the eye and greet them
3. Address adults as Mr., Mrs.
4. Use a napkin , not your sleeve
5. Hold your knife and fork correctly
6. Chew with your mouth closed
7. Never open a door without knocking first
8. Don't stare or point
9. Always cover your mouth when you cough or sneeze.

The one form of humor common to all cultures is the mother in law joke

“ Before you embark on a journey of revenge, dig two graves” Confucius