



RESTORING
Civility

“My desire is to empower others to eloquently speak the dynamic language of etiquette and decorum in a positive manner while others listen silently with their eyes.”

- Anne Chandler



Have you ever been conspicuously unprepared at a dinner party, a networking reception, or in a business meeting with a potential client? Ever fumbled over making introductions because you weren't sure of proper protocol or panicked over the confusing table setting of multiple forks, knives and spoons?

Or how about figuring out that gosh-awful predicament of balancing your glass and a plate of food while conversing and exchanging business cards at that Chamber of Commerce event?

There is good news for you – if you want to avoid such uncomfortable situations! Just take a deep breath and relax. Help is here in the form of a Southern, 5'4" woman by the name of Anne Chandler. Founder and President of **The Chandler School of Etiquette**, Anne combines more than 35 years of experience as a successful teacher, event planner, and business executive to provide dynamic training in both social and business etiquette.

As a Certified Etiquette Consultant, Anne is passionate about helping restore civility to our culture and empowering children and adults to contribute to society in a positive, effective, confident, and courteous manner.

“Etiquette is so much more than knowing which fork to use or keeping a set of rules,” she explains. “It is a special combination of poise, confidence, courtesy, and consideration. It is being appropriately dressed, listening actively to others, showing respect and being polite. It is civility, treating others as you would like to be treated.”

Have you ever been distracted and annoyed by the rude mannerisms or lack of decorum by people in public places – both adults and children? Have you found yourself thinking, or saying, someone needs to teach them some manners? “Unfortunately, civility in our American culture has declined to the point that people whose manners display courtesy, respect, and consideration are no longer the norm,” says Anne.

“It is actually unusual to see a group in a restaurant, using proper dining skills while politely talking and actively listening to each other – not distracted by personal music devices, text messages, or cell phone conversations – and behaving so as not to distract everyone else sitting nearby.”

While there are all sorts of excuses as to why we've lost so much of the art of etiquette, almost everyone recognizes the value of decorum – appropriate behavior and appearance – in

social and business situations. Knowing and applying etiquette skills is personally and professionally empowering.

Through **The Chandler School of Etiquette**, Anne has implemented a corporate-training program, which addresses challenging business etiquette and protocol issues found in today's corporate world, and a youth culture program that is age-appropriate, based on needs and traditional values. Her captivating presentations entertain as well as educate students of all ages and are a tribute to her specialized training at the prestigious American School of Protocol.

The Chandler School's business etiquette and protocol program, *Empowered by Etiquette*, provides college students training to enter the business world with that special quality that elevates them above others with similar degrees and GPAs. It works to provide young professionals with the skills to achieve and advance in today's competitive market place. It boosts seasoned managers with professional presence to move up the corporate ladder. Senior executives gain skills that strengthen corporate relationships and put them at ease in facing many of the challenges of the corporate community.

Empowered by Etiquette is tailored to address the specific needs of businesses and organizations and is offered as a 1-day seminar, a half-day seminar, or as a 1-2 hour workshop. Individual and/or group consultation on resume preparation, interviewing skills development, and personal professional-image enhancement are also available.

The *Youth Culture Program*, which is divided into several age groups from first grade through high school, teaches the timeless principles of respect, consideration, and honesty. The program guides students in developing social, dining, and personal life skills that build self-confidence and help establish a strong foundation for success now and as adults. Each six-class session is limited to 10 children and taught in a pleasant, safe environment. The formal, five-course dining experience is an elegant event at the end of each session.

The mission of **The Chandler School of Etiquette** is to prepare students to be comfortable in any of life's situations, empowered by confidence and a code of conduct where behavior is connected to values and leadership skills are developed based on treating others with respect and common courtesy.

“Decorum often speaks louder than words. Be confident yours is polite, positive and polished.” - Anne Chandler

anne@chandlerschoolofetiquette.com