

Polished.

COMMUNICATIONS. ETIQUETTE. PROTOCOL.



THE POLISHED AND IMPRESSIVE YOU!

Polished will help you succeed in professional or social settings and build your personal brand. Each of our specialized programs are tailored to meet your needs and interests. Learn how to be better at what you do and how you do it.

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

Everyone can benefit from our seminars and classes — from young professionals and corporate leadership teams to executives, recent graduates and children. These engaging, interactive programs provide hands-on techniques for effective learning. You will leave feeling more empowered, motivated, skilled and polished — all while having fun!



Polished Professional Seminars

Each topic can be tailored to your individual or company needs. Programs can be combined for half-day or full-day workshops or for event presentations and lunch and learns.

- **Do Unto Others** – Essential skills that define a leader.
- **Network with Confidence and Skill** – Learn the art of small talk, body language cues and executing the perfect handshake.
- **You Said What?** – Learn how to effectively communicate with power and presence when texting, emailing, talking on the phone and engaging in social media.
- **Make a Memorable Impact** – Simple tips to remember names, whether you are meeting one person or a group, the importance of eye contact and business card protocol.
- **Converse with Ease** – Speak with confidence, make lasting impressions and connections, shine when you are “out of your element” and master business dining etiquette.
- **Present with Poise, Power and Punch** – Learn the essential skills of presenting so your audience is engaged and listening to your every word.
- **If Clothes Could Talk** – Whether you like it or not, your professional image reflects how people think of you. Wearing appropriate clothes for professional dress or business casual has a real impact and can speak to your success.

“Nancy is a delight and music to my ears with respect to business etiquette and leadership! From her presentation, I learned several good leadership principles I can immediately apply to my work. I have high expectations of the result.”

St. Louis Area Executive

More Polished Professional Seminars

Each topic can be tailored to your individual or company needs. Programs can be combined for half-day or full-day workshops or for event presentations and lunch and learns.

- **Well Said** – Draft emails or letters with polish and confidence, yielding good outcomes. Learn to avoid words that are useless and overused. Edit and proofread like a pro.
- **Workplace Manners** – We all know we should be respectful and courteous, but when it comes to workplace etiquette, common courtesies can sometimes fall by the wayside. This refresher course provides office guidelines to help co-workers mind their manners.
- **Media Training** – Key stakeholders will learn how to speak effectively to live audiences and the media. Whether speaking to a reporter or holding a press conference, you'll learn how to best articulate your message, while creating great buzz, quotes or sound bites.
- **Give Back and Get Ahead** – Learn how volunteering and serving on committees and boards is not only the right thing to do, but will also help to build a well-rounded professional resume and grow your career.
- **Please and Thank You!** Table manners and dining etiquette matter. Gain confidence and poise while polishing essential table manners and dining skills. You will be surprised by what you do not know!





On the Right Path

Polished programs for college graduates, high school students and young athletes:

- **A to Z:** Learn and practice modern manners and etiquette for grades 9-12.
- **Business Etiquette** – Today, more than ever, good manners mean good business. Know the social skills professionals need when presenting themselves in a business setting. From job interviews to hosting business meals, from making the phone call to landing the deal, etiquette, professional image and the ability to build strong relationships are what make lasting impressions.
- **College to Career** – Graduates entering the workforce can represent themselves with social confidence. This includes dining, dress for success, the art of conversation, nimble networking, and attention-getting resumes and cover letters.
- **“Like,” “Um,” “Ya Know”** – We all are guilty of using these annoying words as they are often spoken without realizing it. Take a stand and stop! Learn tips and skills to eradicate them in your everyday conversations.
- **Ready Your Resume and Interviewing Skills** – Refining your resume and job interview skills is hard work in and of itself! Learn what it takes to land the interview and the job.
- **What to Post and Not to Post** – There’s no turning back when using social media. Manage your online presence with digital decorum.
- **From Head to Toe** – Appearance matters. Proper grooming – hair, makeup, clothing, shoes and accessories – can help shape your career success.
- **LOL – Not!** – Leave your texting lingo and the emoticons at home. Learn the art of sending a professional email that gets noticed for the right reasons.
- **Bench Press Etiquette and Protocol** – Equipping athletes with media protocol and etiquette training not only benefits the athlete, but upholds and protects the team brand. Add etiquette skills, networking tips and dining dos and don’ts to your team’s training regimen.

“Nancy’s leadership presentation and in-depth learning application demonstrate the best art of professionalism. Her methodology provides any audience with the best tools and techniques to approach every business situation in an outstanding manner. My students learned and applied each innovative idea, and we all left with a renewed self-confidence.”

Jeri Schultz

Executive Director, Professional Studies and Graduate Admissions, Fontbonne University

Polished Workshops for Children

Teaching children etiquette and social skills early in life help set the table for success now and in their future.

- **Hello and Goodbye** – Proper phone skills make a lasting impression. This program teaches children phone etiquette from hello to goodbye.
- **From Start to Finish** – Children learn important dining etiquette to make any parent or grandparent proud!
- **Let's Be Social** – Children learn how to master important social skills and build self-esteem like making conversation and maintaining eye contact, negotiating with peers and handling conflict.



Nancy Schnoebelen
Principal

About Polished.

Nancy Schnoebelen, founder of Polished., is an empowering leadership coach and etiquette expert. Highly dedicated and results oriented, she has the passion and skill for helping organizations and individuals achieve success.

From business leaders, athletes, politicians and individuals to recent college graduates, high school teens and children, Nancy's knowledgeable and inspiring programs help many unlock their potential in extraordinary leadership, presence, power and polish. She offers a fun, interactive approach in her training and development programs that can be custom designed to meet her client's goals and objectives.

Nancy earned a Bachelor of Journalism from the renowned University of Missouri – Columbia School of Journalism. She has more than 20 years of experience in the corporate world serving in leadership roles in marketing and communications. Nancy brings an extensive wealth of knowledge, insight and education to her clients and gives them the essential skills necessary to handle any situation with style and aplomb.

"Nancy's business etiquette presentation was polished and professional. Her tips for business dining were extremely helpful and relevant for even non-business situations. Nancy made the presentation fun with demonstrations and props so everyone could clearly understand the concepts. I left the presentation feeling more confident in my ability to handle future business lunches and excited to try out some of the new ideas. I would highly recommend Nancy's services to other professionals."

Lisa Null
Syllogisteks

Let's get started today!

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Nancy Schnobelen
Principal

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