

# *Why Etiquette Matters*

*(Emily Post's Etiquette, p. 6)*

*Grounded as it is in timeless principles, etiquette enables us to face whatever the future may bring with strength of character and integrity. This ever-adaptive code of behavior also allow us to be flexible enough to respect those whose beliefs and traditions differ from our own. Civility and courtesy (in essence, the outward expressions of human decency) are the proverbial glue that holds society together—qualities that are more important than ever in today's complex and changing world.*

<http://justagentlereminder.blogspot.com>

These Etiquette Cards are the creation of Kathleen Thometz

# *Just A Gentle Reminder...*

## *How to Say "No"*

*(Emily Post's Etiquette, p. 287)*

*People often feel uncomfortable saying "no" to requests. One of the bedrock principles of good manners is honesty*

- 1. Accompany a "no" with a positive comment*
- 2. Don't hem and haw, just say "no"*
- 3. Don't open the door for future requests unless you welcome them. "I can't help now but call me in the future..."*