

Harness The *Power* of Civility

Suzanne Nourse

of The Protocol School of Ottawa



- Speaker
- Trainer
- Author

Suzanne Nourse is passionate about civility. She has combined all aspects of her professional life into promoting courteous conduct. With certification as a Corporate Etiquette and International Protocol Consultant and drawing on her expertise in adult education and the medical arena Suzanne founded The Protocol School of Ottawa. Her goal is to provide individuals with the confidence that comes from knowledge of appropriate behavior. Her etiquette and civility programs are noted for their insight, humour, and sensitivity.

"Her presentation was engaging and interactive! Employees at a high-tech company can often be a difficult audience, but Suzanne's presentation, communication skills and lovely personality had all the employees learning in a fun and interactive atmosphere."

A.S. March 30, 2010

"Last year, I had the opportunity to hire Suzanne as the keynote speaker for the Sales Professionals of Ottawa where she taught us how to "Network with Panache". She did an amazing job I have recommended Suzanne to many colleagues over the years and would not hesitate to hire her again."

D.J. March 30, 2010

"Suzanne is a true professional and an expert in her field. I have used Suzanne's service time and time again to train student staff the intricacies of dealing with a diverse client base in an appropriate and respectful manner and trends."

J.D. August 27, 2010

Popular Topics

Rx For a Respectful Practice:
Medical/Dental Office Professionalism
Global Business Etiquette
International Protocol
Business Class
Networking Savvy
Dining Essentials
Take a Client to Lunch
Afternoon Tea & Etiquette

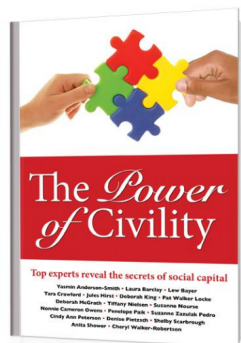
Speaking Strengths

- Expertise - Etiquette Consultant, Teacher
Medical Background.
- Customization - Programs tailored to your needs.
- Sensitivity - She knows how you feel in a situation.
- Practical - Information you can apply immediately.
- Humour - Because that's life.

Clients include medical/dental practices, finance, law firms, high-tech, colleges, universities, retirement residences and government.

Co-Author

Practical solutions for incorporating civility best practices into your work and life. Beyond the typical "please and thank you" conversations about civility, challenging you to think about your personal standards, accountability, values, and what it means to be committed to choosing civility at home, work, in your community or in public.



Suzanne's Chapter: Rx For Mutual Respect:
A Booster for Civility in Healthcare

For Availability and Bookings:

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