

# Communicate and Network Your Way to More Success!

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Welcome to another issue of **Communicate and Network Your Way to Success**. My mission is to help you build more social capital, i.e., your network of knob turners. Contact me for keynotes, workshops, in-house training and coaching in vital networking & communication skills or if you would like to reproduce any part of this newsletter. Enter [lillianspeaks@duoforce.com](mailto:lillianspeaks@duoforce.com) or unmark as spam in your database to ensure you receive this newsletter. [Read it online here.](#)

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## ■ Get a Grip: Six Handshakes You Need to Know

While people may decide 10 things about you within 10 seconds of seeing you, it takes only 1-3 seconds to speak volumes through your handshake. Having a firm handshake is essential in the business world. It's a key ingredient in creating a good first impression.

President and Michelle Obama slipped up when they gave the Queen of England the “sandwich” handshake. Fortunately, I had the opportunity to appear on [Fox TV](#) in Chicago to discuss it!

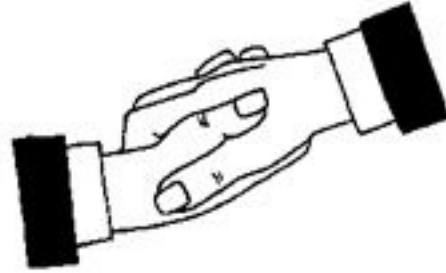
You always shake with your right hand unless you have a disability. If that is the case, immediately offer your left hand so people know to shake it. If arthritis or carpal tunnel syndrome makes it painful for you to have your hand shaken, say so to keep others from unknowingly hurting you and making them feel ill at ease when you wince.

I'll discuss (and show) six handshakes that every good communicator needs to know. Even if you don't use them, you need to be aware of what messages others are sending so you can file the information to use during the interaction.

- **Correct way.** Connect with the other person web-to-web. (The web is the area between your thumb and index finger.) Hold the person's hand firmly. Shake three times maximum, no higher than three or four inches. Maintain constant eye contact.



- **Controller.** As soon as your hands are linked, you purposely maneuver your hand onto the top. There's no doubt you want to be in charge! Astute communicators note the message and adjust according to the circumstances, i.e. are you the manager or the employee, the vendor or the purchaser?



- **Sandwich.** You envelope another person's hand such that s/he feels like the filling in a sandwich. This gesture shows more intimacy and is not recommended the first time you meet someone. You are invading the private zone in her/his space bubble by enclosing her/his hand. You can use this handshake to show sincerity and concern after you know someone will appreciate it.



- **Limp fingers.** This is the most awkward handshake for the other person. You extend only your fingertips, and s/he is not sure how to grasp them or how hard to shake. Occasionally, it happens by accident when two people aim poorly. More often, it signals lack of confidence or self-esteem and is a poor way to start off a business relationship. One solution that lessens the negative impression is to extend your hand its full length even if your handshake is weak so that the other person can grasp the entire hand rather than just fingertips.



- **Dead fish.** This is the slippery, damp hand you extend ... and others can't wait to get it over with. If you are nervous and perspire, carry a handkerchief or wipe your hand on your clothes. What you spend in cleaning bills will be paid for quickly in a better impression. You may unwittingly offer this handshake when you hold a cold beverage in your right hand and then switch it to your left to shake hands. The condensation is bound to remain on your right hand. Suggestions: Hold beverages in your left hand, set them on a table after you have taken a drink or don't indulge.



- **Bone crusher.** Given accidentally (and sometimes on purpose), this one is practiced mostly by men. It can be painful when given by someone with a big hand and strong grip to someone with a smaller, more delicate hand. The hurt is enhanced if the person wears a ring on the right hand and the stone happens to be askew. If I know the person well, I'll smile and say, "Hey, I need to use this hand again." If I don't know her/him, I'll remove my hand as quickly as is feasible. See "Ask the Networking Authority" in this newsletter.



## ■ Lillian Shares Advice in Electronic & Print Media

Check out Lillian's myriad recent opportunities to share advice in the media.

- [Fox TV](#) invited Lillian to comment on how President and Michelle Obama greeted the Queen of England, the Ipod gift, etc.
- Jennifer Weggeman interviewed Lillian about business networking in her [Career Changer Forum](#).
- Jim Kendall interviewed Lillian on "Even in on-line world, face-to-face networking needed" in the [Daily Herald](#).
- The [Career Mechanic](#), Dave Horne, interviewed Lillian on networking plus on his web talk radio show.
- Challenge yourself with Lillian's [body language quiz](#) she contributed as a guest columnist on nojobjitters.com.
- Lillian's advice appears monthly in [The National Networker \(TNNW\)](#).
- Lillian was featured in "Networking still the key to success" in [The Lisle Sun](#).

## ■ Greater Chicago Networking Extravaganza a Big Hit!

A full house and a record number of supportive sponsors made the eighth Greater Chicago Networking Extravaganza (GCNE) a roaring success! We're already planning for next year's event. In the interim, we'll hold a relationship-building workshop series and have already started a LinkedIn group you can join at <http://www.linkedin.com/e/vgh/1947859/>. Thanks to Sandra Smith-Doghmi for her picturesque editorial follow-up at <http://www.redcarpetconciiergeofchicago.com/LillianBjorseth.html>

## ■ Ask the Networking Authority

*Do you have questions about networking protocol or how to network strategically? Email them to [lillianspeaks@duoforce.com](mailto:lillianspeaks@duoforce.com), and I'll answer as many as I can in this newsletter. Put "question for newsletter" in the subject line.*

**I love your information about handshakes in your book, *Breakthrough Networking: Building Relationships That Last*. Would you elaborate even more for networkers everywhere about what to do when caught in a bone crusher? It hurts!**

### **Appreciation from an Arlington Heights IL woman**

If I had a penny for every time I am asked this question ... I wish I had *the* definitive answer. Since I am a woman, I have to speculate that when men (and they give this handshake much more than women) do this they are 1) behaving naturally or 2) trying to intimate others because they have the strength to do so. The reason it is a dilemma is that most men don't use the bone crusher so I don't make a blanket statement for men to ease up on their grip in my workshops and writing. Secondly, most women tell me they still want men to shake hands with them in the same manner as with men even knowing they might occasionally get crushed. If any firm handshake can make you wince because you have arthritis, carpal tunnel syndrome, etc. do not extend your hand. If you think further explanation is needed then add that it can be painful for you to shake hands and, therefore, you don't. There is no ideal way to counter the bone crusher. My comfort is that with the myriad hands I shake, I am rarely "accosted" by it.

## ■ About Lillian Bjorseth

Lillian Bjorseth helps you build a new kind of wealth - social capital - by improving your networking, business development and communication skills. She's a Lisle IL-based, internationally renowned speaker, trainer, coach, prolific author and certified, award-winning DISC trainer. [lillianspeaks@duoforce.com](mailto:lillianspeaks@duoforce.com), 630-983-5308, [www.duoforce.com](http://www.duoforce.com).

## ■ Did you know ...

- Peanuts are one of the ingredients of dynamite!
- There are 293 ways to make change for a dollar.

... until next time

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To unsubscribe from this newsletter and all information regarding Lillian's events, send an email to [lillianspeaks@duoforce.com](mailto:lillianspeaks@duoforce.com) with the subject "unsubscribe." It is our ongoing commitment to communicate and network only with those who want to hear from us.