

Business Etiquette

You are educated, skilled and talented, so what's missing? Most employers consider the ability to get along well with colleagues and clients even more important!



Aims of Course:

This 1-day workshop is full of no-nonsense, real-world training on all forms of business etiquette. It is specifically designed for university graduates, new hires, or people who want to polish their skills and improve their professional image. Information is presented in a humorous and relaxed style that cuts to the heart of today's etiquette concerns.

Delegates learn:

- What is business etiquette and why is it important?

At the office:

- Communication guidelines and professional conduct
- How to develop and maintain positive relationships
- Professional telephone techniques
- Email and Mobile phone etiquette
- Image Matters – dressing for success

Away from the office:

- Being a good representative for your company
- Effective self-introduction, introduction of others
- Making conversation
- Networking skills - the process of making and developing contacts
- Etiquette at business functions
- How to give and receive a gift/ how to accept an award
- Travelling gracefully /being a courteous traveller
- Tips for Tipping Appropriately
- Dining etiquette (lunch time session)

The Professional's secrets to making it look easy:

- Planning and managing a meeting
- Managing your time
- Managing disagreements and handling angry people
- Action plan for continuous improvement