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Business Etiquette

Course Overview

This course teaches delegates how to build relationships, create a professional appearance, develop positive relationships with co-workers, and practice cubicle and office etiquette. In addition, the course teaches delegates the appropriate behavior and etiquette when using the Internet, in daily communications, and in meetings. Students also learn how to handle ethical dilemmas and personal issues, become a good conversationalist, and be courteous when communicating. Delegates also examine the appropriate etiquette for business meals and functions, as well as how to be a courteous traveler at home or abroad.

Target Audience

Office workers, information workers, receptionist, secretaries, administrators, sales people and anyone willing to learn business etiquette.

Prerequisites

There are no prerequisites for this course

Duration

1 Day

Course Outline

Module 1: Office protocol

- Office etiquette
- Understanding business etiquette
- Maintaining a professional appearance
- Cubicle and office etiquette
- Practicing cubicle etiquette
- Practicing office etiquette
- Office relationships
- Developing positive relationships with co-workers
- Avoiding rumors and gossip
- Developing relationships with superiors and staff





Module 2: Professional conduct

- Appropriate use of the Internet
- Accessing the Internet
- Ethical dilemmas
- Handling ethical dilemmas
- Maintaining loyalty and confidentiality
- Personal issues in the workplace
- Handling personal issues in the workplace

Module 3: Communicating in the workplace

- Introductions
- Introducing people
- Following etiquette while being introduced
- Conversations
- Making conversation
- Etiquette in meetings
- Understanding meeting protocol
- Conducting yourself properly in meetings

Module 4: Etiquette in communication

- Telephone courtesy
- Applying telephone courtesy
- Using voice mails and speakerphones
- E-mail etiquette
- Using subject lines and e-mail signatures
- Composing the body of e-mail messages
- Writing guidelines
- Formatting a business letter
- Writing memos and informal letters

Module 5: Business functions

- Attending business functions
- Identifying types of business functions
- Following etiquette at business functions
- Business dining
- Identifying table settings at formal dinners
- Following etiquette for business dining
- Handling utensils and napkins
- Applying basic rules of dining etiquette

Module 6: Traveling for business

- The courteous traveler
- Being a courteous traveler
- Being courteous on an airplane, on a train, or in a car
- Following the rules of etiquette at hotels
- International travel
- Understanding cultural orientation
- Showing respect to your hosts