

Business Etiquette- 1 day

Prerequisites

None – Minimum of 4 delegates must be booked on this course to progress.

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

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

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

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

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

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