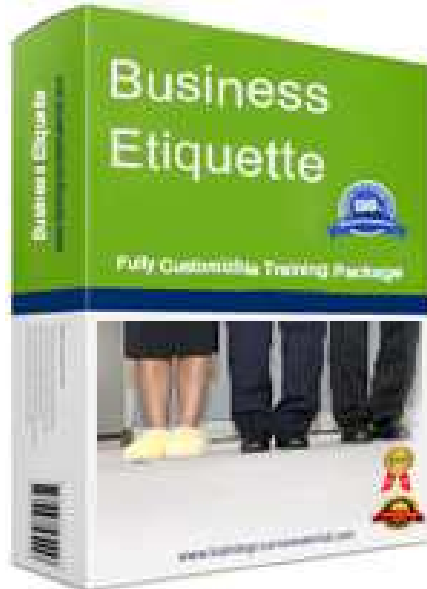


4th Date of the Month
(Year 2019)

Business Etiquette

Duration: 1 Day or 2 Day

Audience: Business professionals and team members of all levels



Overview

The ability to handle yourself properly today can sometimes outweigh even your technical skills. If you know what to do, when to do it, and how to do it with grace and style, you'll have a competitive edge in your career. All business experts agree that good manners promote good business. This is how important business etiquette is.

This one or two days training program will equip you with all the business etiquette and protocol knowledge needed to conduct your business with more confidence, know-how, grace and efficiency than before, putting yourself and others at ease by showing more confidence and poise in various business settings.

Course objectives:

By the end of this training course participants will be able to:

- Handle initial contact and business introductions professionally and confidently.
- Create and maintain an impression of credibility, power and efficiency during business meetings.
- Follow proper telephone etiquette and create a great first impression on callers with an upbeat energetic and cheerful tone.
- Gain practical tips on handling the most important issues related to professional workplace attire.
- Follow key guidelines of proper written communication etiquette.
- Display proper attention to etiquette, protocol and manners of formal business dining.

Outline of topics

Module 1: Professional Business Introductions:

- ✓ Proper business introductions and making a great first impression.
- ✓ The proper handshake.
- ✓ Social and business introductions.
- ✓ Business cards and introductions.
- ✓ Etiquette status cards skill practice activity.

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Module 2: Business Meetings Etiquette:

- ✓ Are meetings a waste of time?
- ✓ General business etiquette guidelines.
- ✓ Arriving early and arriving late.
- ✓ Seating etiquette considerations.

Module 3: Telephone Etiquette:

- ✓ First impressions - Activity.
- ✓ Preparing before you call.
- ✓ Telephone etiquette and protocol considerations within a business setting.
- ✓ Basic telephone etiquette.

Module 4: Business Attire:

- ✓ The importance of proper business attire.
- ✓ Proper business attire for women.
- ✓ Proper business attire for men.
- ✓ What exactly is “Business Casual”?

Module 5: Business Correspondence Etiquette:

- ✓ Written communication etiquette guidelines.
- ✓ E-mail etiquette.
- ✓ Before you hit “Send”.

Module 6: Business Dining Etiquette:

- ✓ Business meals pre-planning arrangements.
- ✓ The seating dilemma.
- ✓ The ordering dilemma.
- ✓ Table set-up scramble - activity.
- ✓ Handling formal dining mishaps.

Competitive review game - *An Exciting review challenge (Power Point Game)*

The Training package includes:

- Self-discovery activity
- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Game-based learning
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

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