



Business Etiquette & Work Ethics

In today's competitive and uncertain times, workers must learn to quickly, adapt, integrate and succeed in diverse work environments which means business etiquette is more important than ever! Much more than just "please" and "thank you", etiquette is about presenting yourself with the kind of finesse that shows you can be taken seriously, lead a team, and responsibly accomplish your objectives. This course is designed for people who want to polish their skills and improve their professional image. Information is presented in a humorous, relaxed style that cuts to the heart of today's etiquette concerns. Hands-on activities will be used to reinforce learning points and represent diverse workplace cultures.

Expected Accomplishments

- Explain the four basic behavioural styles and how to adapt to each
- Describe appropriate office dress
- Demonstrate effective self introductions, introductions of others, and small talk
- Successfully navigate a business meal
- Develop an action plan to improve personal professionalism

Course Outline

- Greeting, meeting and introducing people
 - Characteristics of a good handshake
 - Create a positive first impression that lasts
 - Tips to help you remember names
 - Introduce staff, guests and VIPs professionally
 - Various forms of address and when to use them
 - Saying goodbye and concluding conversations
 - Business card etiquette
- Conversation techniques
 - Timing - it's if and when you say it
 - Tone - it's how you say it
 - Volume - it's how loud you say it
 - Guidelines for making small talk that matters
 - Tips for dealing with difficult people
 - Use body language to complement your message
- Correspondence and technology etiquette
 - Communication styles – which style suits you best?
 - Various communication channels and their pros and cons:
- Mastering meetings
 - Understanding correct meeting protocols
 - Polite ways of interjecting, commenting or voicing an objection
 - Tips and techniques for chairing a meeting successfully
- Behaviour during a crisis
 - The importance of keeping your temper under control





- Dealing calmly to resolve interpersonal conflict
- Managing the performance, not the person
- Tips to deal with your own stress
- Dealing with managers, colleagues and staff
 - Understand how business hierarchy is structured
 - Know how seniors expect to be treated
 - Discover how to give and receive credit and compliments
 - Understand reporting lines and their importance
 - Disability etiquette - the importance of empathy and courtesy
- Maintaining a professional image
 - Distinguish between home casual and business casual
 - Dress guide to formal and informal business occasions
- Embrace cultural diversity and customs
- Ethics in the workplace
 - Confidentiality and disclosure of company information to external parties
 - A guide to accepting / offering gifts or favours
 - Correct actions if a bribe is solicited by a customer, client or supplier
- Gracious Host, Gracious Guest: The Art and Science of Entertaining

Who Can Benefit

Professionals from any discipline or level.

Related Training

- Perception Power & Positive Thinking
- Teambuilding & Motivation at Work

Duration

2 days

Mode

Consultant led classes including interactive lectures, tutorial exercises, action video based case study

Prerequisites

Good communication skills

Course Code: COM-307

