

Business Etiquette and Professionalism Series

(2 day Instructor-Led Course)

Course Overview

This module seeks to introduce the concept of business etiquette and some basic consideration of its practice.

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course is designed for the student who has little or no experience.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam – **C40-509**

Follow-up Courses

- Leadership
- Customer Service Series
- Sales Series
- Business Communications Series

Course Content

Introduction to Business Etiquette

- What is Business Etiquette?
- What is the Role of Good Manners in Business?
- What are the ABCs of Etiquette

Meeting and Greeting Scenarios

- Guidelines for Receptionists
- Making Introductions and Greeting People
- Introducing a client
- Introducing Yourself
- The Protocol of Shaking Hands

Meeting & Board Room Protocol

- Guidelines for Planning a Meeting
- Guidelines for Attending a Meeting
- For the Chairperson

Principles of Exceptional Work Behavior

- The Principles of Exceptional Work Behavior

Entertaining Etiquettes

- Objectives
- Introduction
- Planning a Meal Meeting
- Business Meals Basics
- Basics of Table Etiquette
- Eating the Meal
- Issuing Invitations
- Choosing the Appropriate Gift in the Business Environment

Telephone Etiquette

- Introduction
- What is Telephone Etiquette?
- Answering the Telephone Courteously
- Handling Rude or Impatient Callers
- Good Telephone Habits for Everyone
- Screening Calls
- Making Calls
- How to End Conversations Gracefully
- Checking Messages and Returning Calls

Multi-cultural Challenges

- Multi cultural Etiquette
- Did you know?
- Cultural Differences and its effect on Business
- Examples of Cultural Insensitivities

New Issues in Etiquette

- Netiquette
- Ethical Issues in Business Etiquette
- Case Study
- Sexual Etiquette in the Workplace
- Why Deal with Sexual Harassment?
- Five steps to prevent sexual harassment
- Dressing for Success
- The Basic Business Wardrobe
- Options for Business Casual
- Activity