

Business Etiquette Workshop

Course Duration 1 Day

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Course Objectives

At the end of the course participants will be able to:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Learn how to make ethical decisions and lead with integrity.
- Understand the meaning of colours in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

Course Outline

Understanding Etiquette

Etiquette Defined
The Importance of Business Etiquette

Networking for Success

Creating an Effective Introduction
Making a Great First Impression
Minimizing Nervousness
Using Business Cards Effectively
Remembering Names

The Meet and Greet

The Three-Step Process
The Four Levels of Conversation

The Dining in Style

Understanding Your Place
Setting
Using Your Napkin
Eating Your Meal

Sticky Situations and Possible Solutions

Eating Out

Ordering in a Restaurant
About Alcoholic Beverages
Paying the Bill
Tipping

Business Email Etiquette

Addressing Your Message
Grammar and Acronyms
Top 5 Technology Tips

Phone Etiquette

Developing and Appropriate Greeting
Dealing with Voicemail
Cell Phone Do's and Don'ts

The Written Letter

Thank You Notes
Formal Letters
Informal Letters

Dressing for Success

The Meaning of Colours
Interpreting Common Dress Codes
Deciding What to Wear

International Etiquette

General Rules
Important Points
Preparation Tips