

Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, 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?

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 Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Etiquette

- Etiquette Defined
- The Importance of Business Etiquette

Module Three: Networking for Success

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

Module Four: The Meet and Greet

- The Three-Step Process
- The Four Levels of Conversation

Module Five: The Dining in Style

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions



proper

Let's

matter

Module Six: Eating Out

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Module Seven: Business Email Etiquette

- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

Module Eight: Telephone Etiquette

- Developing an Appropriate Greeting
- Dealing with Voicemail
- Cell phone Do's and Don'ts

Module Nine: The Written Letter

- Thank You Notes
- Formal Letters
- Informal Letters

Module Ten: Dressing for Success

- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

Module Eleven: International Etiquette

- General Rules
- Important Points
- Preparation Tips

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations