



Business Etiquette - A one day course

Etiquette in the workplace is crucial to the morale, productivity and success of a company. In our fast-paced world many of us have forgotten that taking a bit more care with our actions and words can make a world of difference. Poorly written e-mails, unprofessional behaviour and a lack of common courtesy can, and will, make the difference in sale figures, career development and the reputation of a company.

Etiquette isn't an outmoded concept; it isn't old fashioned or elitist. Etiquette permeates everything we do - in life, business, travel, at home and abroad - and, in today's global workplace, is more relevant than ever before. Knowing the etiquette for any given situation means you will feel confident and self-assured, and those around you - colleagues, clients, friends - will feel comfortable, relaxed and respected.

This practical and interactive one-day seminar will provide you with the tools not only to improve your own knowledge and skills but also help those in your organisation with theirs.

Course Programme

Introduction and course objectives

Business etiquette's relevance in today's workplace

First impressions: you have 5 seconds - go!

Your handshake: strong & confident or limp & unsure?

A welcome welcome: eye contact, body language & personal space

Introductions: formal and informal

Remembering names: a quick how to

Dressing for the occasion

The 21st Century Office

Voicemail: do's and don'ts; setting and leaving effective messages

E-mail: getting the message right and the hidden cost of missing the mark

BlackBerrys: keeping your professionalism when all about are losing theirs

Mobiles: by now we should know, but we don't always

Meetings: arranging, accepting, declining, attending

Dining confidence

Paying attention to your guests or host, not panicking about the sea of cutlery

Networking

Making the most of every opportunity - without selling your soul

Business or pleasure? Behaviour outside the workplace

- Office parties
- Client invitations
- Entertaining customers
- In the pub after work

Conclusion

- Course review/discussion
- Participants will have the opportunity to address specific situations
- Close