



BUSINESS Etiquette

Course Introduction:

This no-nonsense, real-world training teaches all forms of business etiquette: dining etiquette, communication etiquette, telephone etiquette, meeting etiquette, tipping etiquette, travel etiquette, email etiquette, voicemail etiquette, business cocktail party etiquette, wardrobe etiquette, and more. It is specially designed for groups that 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.

Course Objectives:

At this program's conclusion, participants should be able to:

- Explain the four basic behavioral 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.

Who Should Attend?

This course is recommended for human resources, business leaders, senior executives, managers, supervisors, and front-line workers.

Course Outline:

Networking for Success Creating an Effective Introduction

- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

The Handshake

- The Three-Step Process
- FAQs

Making Small Talk

- The Four Levels of Conversation
- Case Study

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 E-Mail Etiquette

- Addressing your Message
- Grammar and Acronyms
- Top Five Technology Tips

Telephone Etiquette

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Cell Phone Do's and Don'ts

The Written Letter

- Thank You Notes
- Formal Letters
- Informal Letters

Dressing for Success

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

International Etiquette

- General Rules
- Important Points
- Preparation Tips

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session