

Business Etiquette

This course examines the basics – dress/appearance, business meetings, proper introductions 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 course will help your participants look and sound their best no matter what the situation.

Objectives

Define etiquette and its value to a company or organization | Understand effective introduction guidelines | Identify the three C's of a good impression | Enumerate the four levels of conversation | Understand dining etiquette | Identify meaning in dress code

Business Etiquette 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 Impressions
- > 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

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 Five Technology Tips

Module Eight: Telephone Etiquette

- > Developing an Appropriate Greeting
- > Dealing with Voice-Mail
- > 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 Code
- > 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