

# Business Etiquette

## Course Overview

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This is a 1-day class

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, & much more.



## Course Objectives

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. Understand the meaning of colors in dressing for success. Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

## Course Outline

### 1 Getting Started

Workshop Objectives  
Pre-Assignment Review

### 2 Understanding Etiquette

Etiquette Defined  
The Importance of Business Etiquette  
Module Two: Review Questions

### 3 Networking for Success

Creating an Effective Introduction  
Making a Great First Impression  
Minimizing Nervousness  
Using Business Cards Effectively  
Remembering Names  
Module Three: Review Questions

### 4 The Meet and Greet

The Three-Step Process  
The Four Levels of Conversation  
Case Study  
Module Four: Review Questions



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## 5 The Dining in Style

Understanding Your Place Setting  
Using Your Napkin  
Eating Your Meal  
Sticky Situations and Possible Solutions  
Module Five: Review Questions

## 6 Eating Out

Ordering in a Restaurant  
About Alcoholic Beverages  
Paying the Bill  
Tipping  
Module Six: Review Questions

## 7 Business Email Etiquette

Addressing Your Message  
Grammar and Acronyms  
Top 5 Technology Tips  
Module Seven: Review Questions

## 8 Phone Etiquette

Developing an Appropriate Greeting  
Dealing with Voicemail  
Cell Phone Do's and Don'ts  
Module Eight: Review Questions

## 9 The Written Letter

Thank You Notes  
Formal Letters  
Informal Letters  
Module Nine: Review Questions

## 10 Dressing for Success

The Meaning of Colors  
Interpreting Common Dress Codes  
Deciding What to Wear  
Module Ten: Review Questions

## 11 International Etiquette

General Rules  
Important Points  
Preparation Tips  
Module Eleven: Review Questions

## 12 Wrapping Up

Words from the Wise