

Business Etiquette

Course Overview

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

This is a 1-day class

Upcoming Dates

| Date | Time | Where |
|------------|-----------------|-------------|
| 12/03/2020 | 8:00AM - 4:00PM | Online LIVE |
| 02/12/2021 | 8:00AM - 4:00PM | Online LIVE |
| 06/08/2021 | 8:00AM - 4:00PM | Online LIVE |

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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