



Business Etiquette

Course Length: 1 Day

Course Description

Description:	Understand the concepts of business etiquette and learn how to apply business etiquette rules in a wide variety of typical business situations..
Objectives	<p>After completing this course, students will know how to:</p> <ul style="list-style-type: none">• Create a professional image, follow cubicle and office etiquette, and maintain positive office relationships.• Use the Internet appropriately when at work and handle ethical dilemmas and personal issues in the workplace.• Introduce people properly, be a good conversationalist, and follow proper etiquette in meetings.• Display courtesy on the telephone, in voice mails, and in written communications.- Follow proper etiquette at business functions and dinners, and identify formal table settings for business dining.• Be a courteous traveler and prepare for international business trips.

Course Content

Lesson 1 – Office protocol

- Office etiquette
- Understanding business etiquette
- Maintaining a professional appearance
- Cubicle and office etiquette
- Practicing cubicle etiquette
- Practicing office etiquette
- Office relationships
- Developing positive relationships with co-workers
- Avoiding rumors and gossip
- Developing relationships with superiors and staff

Lesson 2 – Professional conduct

- Appropriate use of the Internet
- Accessing the Internet
- Ethical dilemmas
- Handling ethical dilemmas
- Maintaining loyalty and confidentiality
- Personal issues in the workplace
- Handling personal issues in the workplace

Lesson 3 – Communicating in the workplace

- Introductions
- Introducing people
- Following etiquette while being introduced
- Conversations
- Making conversation
- Etiquette in meetings
- Understanding meeting protocol
- Conducting yourself properly in meetings

Lesson 4 – Etiquette in communication

- Telephone courtesy
- Applying telephone courtesy
- Using voice mails and speakerphones
- E-mail etiquette
- Using subject lines and e-mail signatures
- Composing the body of e-mail messages
- Writing guidelines
- Formatting a business letter
- Writing memos and informal letters

Lesson 5 – Business functions

- Attending business functions
- Identifying types of business functions
- Following etiquette at business functions
- Business dining
- Identifying table settings at formal dinners
- Following etiquette for business dining
- Handling utensils and napkins
- Applying basic rules of dining etiquette

Lesson 6 - Traveling for business

- The courteous traveler
- Being a courteous traveler
- Being courteous on an airplane, on a train, or in a car
- Following the rules of etiquette at hotels
- International travel
- Understanding cultural orientation
- Showing respect to your hosts