

Do the Right Thing – Business Etiquette

Learning Objectives

The aim of this ½ day course is to create awareness of the intricacies of business etiquette in today's business world, and its value in developing professional profile and personal impact.

Learning Outcomes

- ✚ Describe what is meant by the term 'business etiquette' and why it is important
- ✚ Share and compare ideas about Customs & Taboos in their work environment and describe the key factors that they consider contribute to 'business etiquette'
- ✚ Understand the 3 key components of business etiquette
- ✚ Describe the main considerations in respect of appearance in the context of business etiquette
- ✚ Demonstrate and share their knowledge of business etiquette and appropriate behaviour in given activities focused around 4 key work situations:
- ✚ Describe correctly the key do's and don'ts for the 4 work situations and identify the behaviours and actions that will contribute to a successful impact and profile
- ✚ Identify the key areas of business communications where business etiquette is critical and identify the aspects which will create a positive or negative impact, with areas for further development
- ✚ Recognise their personal learning points and identify at least 1 action they intend to take to enhance their knowledge or actions in respect of business etiquette

Pre-Requisites

This course is designed primarily for Junior to Senior staff and Junior to Middle-Level managerial personnel and is particularly appropriate for client-facing personnel or anyone who does business with other organisations both in the UK and overseas.

Topics:

Outline Programme

- ✚ What is Business Etiquette and why is it important?
- ✚ What is it like to work around here? The ABC of Business Etiquette
- ✚ Appearance
 - Meeting and Greeting
 - Business Meetings
 - Business Entertaining
 - Corporate hospitality
- ✚ Communications – office basics
- ✚ How do we do things round here?