

Business Etiquette

*"Good manners can open doors
that the best education cannot"*

Clarence Thomas

The Soft Skills Gap Do You Have One?

Business etiquette is so much more complex than knowing table manners like which fork to use at a business lunch. 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, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Who this course is for

This course is intended for corporate executives on all levels to master the principles of etiquette, identify & avoid common etiquette pitfalls, gain the competitive advantage, polish personal brand, improve their professional image & build a stronger rapport with clients & customers in order to avoid the serious ramifications of inappropriate behavior, poor judgment, or cultural insensitivity.

By the end of this course, learners should be able to:

- Define etiquette and its value to organizations
- Make effective introductions Identify the 3 C's of a good impression
- Minimize nervousness in social situations
- Use a business card effectively
- Identify ways to remember names
- Identify the three steps in giving a handshake
- Enumerate the four levels of conversation
- Understand the protocol in ordering in a restaurant, handling alcohol, paying & tipping
- Understand place settings, napkin etiquette and basic table manners
- Understand basic guidelines of address, grammar standards and use of acronyms in e-mails
- Understand basic guidelines in the use of the telephone, voicemail and cell phone
- State the difference between a formal and an informal letter
- Create an effective 'Thank You' note
- Understand the meaning of colors in dressing for success
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code
- Understand basic guidelines in international etiquette

Course outline

Topic 1: Networking for Success

Topic 2: The Handshake

Topic 3: Making Small Talk

Topic 4: Dining in Style

Topic 5: Eating Out

Topic 6: Business E-Mail Etiquette

Topic 7: Telephone Etiquette

Topic 8: The Written Letter

Topic 9: Dressing for Success

Topic 10: International Etiquette

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom

Blended

Distance

Online