



Business Etiquette and Professionalism Series

(2 day Instructor-Led Course)



Course Features

Course Overview

This module seeks to introduce the concept of Business Etiquette and some basic considerations of its practice.

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course is designed for the student who has little or no experience.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional Exam - **C40-509**

Tuition Fees

In Class 2 Day Business Etiquette and Professionalism Program - \$550.00 per student
Exam: Certified Business Professional Business Etiquette and Professionalism **C40-509** - \$150.00

Follow-up Courses

- Leadership Series
- Sales Series
- Customer Service Series
- Business Communication Series

Course Outline

Introduction to Business Etiquette

- What is Business Etiquette?
- What is the role of Good Manners in Business?
- What are the ABCs of Etiquette?

Meeting and Greeting Scenarios

- Guidelines for Receptionists
- Making Introductions and Greeting People
- Introducing a Client
- Introducing Yourself
- The Protocol of Shaking Hands

Meeting and Boardroom Protocol

- Guidelines for Planning a Meeting
- Guidelines for Attending a Meeting
- For the Chairperson

Principles of Exceptional Work Behavior

- The principles of Exceptional Work Behavior

Entertaining Etiquettes

- Planning a meal meeting
- Business meal basics
- Basics of Table Etiquette
- Eating the Meal
- Choosing the Appropriate Gift in the Business Environment

Telephone Etiquette

- Introduction
- What is Telephone Etiquette?
- Answering the Telephone Courteously
- Handling Rude or Impatient Callers
- Good Telephone Habits for Everyone
- Screening Calls
- Making Calls
- How to end Conversations Gracefully
- Checking Messages and Returning Calls

Multi-cultural Challenges

- Multi cultural Etiquette
- Did you know?
- Cultural Differences and its effect on Business
- Examples of Cultural Insensitivities

New Issues in Etiquette

- Netiquette
- Ethical Issues in Business Etiquette
- Case Study
- Sexual Etiquette in the Workplace
- Why Deal with Sexual Harassment?
- Dressing for Success
- The Basic Business Wardrobe
- Options for Business Casual Activity