

BUSINESS ETIQUETTE FOR TODAY'S WORKFORCE



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ABOUT THE COURSE

Displaying good business etiquette behavior will mean clients are more likely to trust and want to do business with you. In today's competitive and uncertain times, workers must learn to quickly adapt, integrate and succeed in diverse work environments. **Live face-to-face instructor – still the best way to learn!**

On this workshop you will learn how to conduct yourself professionally in social situations, proper dining etiquette, how to dress, what to say (or write) and what not to say (or write), meeting etiquette, travel tips and more.

LEARNING OBJECTIVES

- Understanding the importance of business etiquette
- How to meet and greet
- Making a favorable first impression
- Dining etiquette
- Restaurant etiquette
- Email etiquette
- Telephone etiquette
- Thank you notes and formal letters
- Dressing appropriately
- International etiquette



DETAILED OUTLINE

Understanding Etiquette

- Etiquette Defined
- The Importance of Business Etiquette

Networking for Success

- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

Dining Etiquette

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Table Manners
- Sticky Situations and Possible Solutions

The Meet and Greet

- The Three-Step Process
- The Four Levels of Conversation

Restaurant Etiquette

- Your Arrival
- Ordering in a Restaurant
- Foods to Avoid
- About Alcoholic Beverages
- Paying the Bill
- Tipping



I am so glad I came in for this refreshing course. I am taking away valuable lessons in communication and a better sense of where I am going and what I am capable of in the world of business. I will definitely be taking more courses through Training Connection.

Anna Grimm - CJ Corp



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Email Etiquette

- ➔ Addressing Your Message
- ➔ Grammar and Acronyms
- ➔ Top 5 Technology Tips

Telephone Etiquette

- ➔ Developing an Appropriate Greeting
- ➔ Dealing with Voicemail
- ➔ Cell phone Do's and Don'ts

The Written Letter

- ➔ Thank You Notes
- ➔ Formal Letters
- ➔ Informal Letters

Meeting Etiquette

- ➔ 10 Rules for meetings

Dressing for Success

- ➔ The Meaning of Colors
- ➔ Interpreting Common Dress Codes
- ➔ Deciding What to Wear

International Etiquette

- ➔ General Rules
- ➔ Important Points
- ➔ Preparation Tips

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.



Carol was WONDERFUL! She provided great information in a concise and meaningful way and was genuinely interested in the topic. I learned SO MUCH more than I anticipated and I know that the information I learned today will help me build the skill set I need to be successful in my career.

Denise Pichon

MESSAGE FROM THE CEO



William J Gee (aka Billy)

Productivity and Communication Specialist

In the business world, good business etiquette means that you act professionally and exercise proper manners when engaging with colleagues and clients. Good business etiquette is a valuable skill-set that will make you stand out from others and enhance your chances at success.

