

Business Etiquette Workshop

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. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Workshop Objectives:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Understand the meaning of colors in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.



- Module Two: Understanding Etiquette
 - Etiquette Defined
 - The Importance of Business Etiquette
 - Case Study
 - Module Two: Review Questions
- Module Three: Networking for Success
 - Creating an Effective Introduction
 - Making a Great First Impression
 - Minimizing Nervousness
 - Using Business Cards Effectively
 - Remembering Names
 - Case Study
 - Module Three: Review Questions
- Module Four: The Meet and Greet
 - The Three-Step Process
 - The Four Levels of Conversation
 - Case Study (I)
 - Case Study (II)
 - Module Four: Review Questions
- Module Five: The Dining in Style
 - Understanding Your Place Setting
 - Using Your Napkin
 - Eating Your Meal
 - Sticky Situations and Possible Solutions
 - Case Study
 - Module Five: Review Questions
- Module Six: Eating Out
 - Ordering in a Restaurant
 - About Alcoholic Beverages
 - Paying the Bill
 - Tipping
 - Case Study
 - Module Six: Review Questions
- Module Seven: Business Email Etiquette
 - Addressing Your Message
 - Grammar and Acronyms
 - Top 5 Technology Tips
 - Case Study
 - Module Seven: Review Questions
- Module Eight: Phone Etiquette
 - Developing an Appropriate Greeting
 - Dealing with Voicemail
 - Cell Phone Do's and Don'ts
- Case Study
- Module Eight: Review Questions
- Module Nine: The Written Letter
 - Thank You Notes
 - Formal Letters
 - Informal Letters
 - Case Study
 - Module Nine: Review Questions
- Module Ten: Dressing for Success
 - The Meaning of Colors
 - Interpreting Common Dress Codes
 - Deciding What to Wear
 - Case Study
 - Module Ten: Review Questions
- Module Eleven: International Etiquette
 - General Rules
 - Important Points
 - Preparation Tips
 - Case Study
- Module Eleven: Review Questions