

Business Etiquette

Overview

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, & much more.

Course 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.

Course Outline

1 - Getting Started

- Workshop Objectives
- Pre-Assignment Review

2 - Understanding Etiquette

- Etiquette Defined
- The Importance of Business Etiquette
- Module Two: Review Questions

[Register Online](#)

Schedule

Class Length: 1 Day

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
 ILT = "Instructor-Led-Training" | HDL = "Hosted Distance Learning"

08/17/20	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$395.00
08/17/20	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$395.00
10/13/20	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$395.00
10/13/20	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$395.00

3 - Networking for Success

Creating an Effective Introduction
Making a Great First Impression
Minimizing Nervousness
Using Business Cards Effectively
Remembering Names
Module Three: Review Questions

4 - The Meet and Greet

The Three-Step Process
The Four Levels of Conversation
Case Study
Module Four: Review Questions

5 - The Dining in Style

Understanding Your Place Setting
Using Your Napkin
Eating Your Meal
Sticky Situations and Possible Solutions
Module Five: Review Questions

6 - Eating Out

Ordering in a Restaurant
About Alcoholic Beverages
Paying the Bill
Tipping
Module Six: Review Questions

7 - Business Email Etiquette

Addressing Your Message
Grammar and Acronyms
Top 5 Technology Tips
Module Seven: Review Questions

8 - Phone Etiquette

Developing an Appropriate Greeting
Dealing with Voicemail
Cell Phone Do's and Don'ts
Module Eight: Review Questions

9 - The Written Letter

Thank You Notes
Formal Letters
Informal Letters
Module Nine: Review Questions

10 - Dressing for Success

The Meaning of Colors
Interpreting Common Dress Codes
Deciding What to Wear
Module Ten: Review Questions

11 - International Etiquette

General Rules
Important Points
Preparation Tips
Module Eleven: Review Questions

12 - Wrapping Up

Words from the Wise
