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BUSINESS ETIQUETTE TRAINING

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COURSE LENGTH: 1.0 DAYS

The PD Training Business Etiquette training course will improve your staff's understanding of professionalism with the desired expectations of your organisation. As participants, your staff will conduct themselves more professionally, communicate more effectively, and acquire the tools to create that all important first impression.

Business etiquette training courses are available now throughout New Zealand, including Auckland, Christchurch or Wellington

Please click on the Public Class tab below to view our Business Etiquette & Professional Conduct Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location

BUSINESS ETIQUETTE TRAINING COURSE OUTLINE

FOREWORD

Business etiquette has never been more important. Traditional structures and communication is changing, however etiquette and professionalism are still important within the business and with external clients.

OUTCOMES

In this course participants will:

- ▶ Understand what etiquette is and why it's important
 - ▶ Learn how to introduce yourself professionally
 - ▶ Understand the "3 C's" and how to use them to create a good first impression
 - ▶ Learn tools to assist and minimise nervousness
 - ▶ Use techniques to master name memorisation
 - ▶ Know the "4 levels of conversation"
 - ▶ Learn to conduct yourself professionally
 - ▶ Understand appropriate etiquette for open plan and cubicle environments
 - ▶ Know what not to do in a meeting
 - ▶ Acquire the fundamentals of email etiquette
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MODULES

Lesson 1: Do Manners Matter?

- ▶ The Case for Business Etiquette
- ▶ The ABC of Business Etiquette
- ▶ Reflection

Lesson 2: How To Make An Impression

- ▶ First Impressions do Count
- ▶ Nothing to Wear?
- ▶ Grooming
- ▶ Body Language
- ▶ Reflection

Lesson 3: The Personal Touch

- ▶ Introduction Etiquette
- ▶ The Hand Shake
- ▶ Polite Conversation
- ▶ Personal Style
- ▶ Reflection

Lesson 4: Netiquette – Manners In The Online World

- ▶ Civility on the Internet
- ▶ Email Etiquette
- ▶ Social Media Etiquette
- ▶ Reflection

Lesson 5: Global Business Etiquette

- ▶ Global Business
- ▶ Understanding Particular Cultures
- ▶ Reflection

Lesson 6: Social Business Etiquette

- ▶ Hosting or Attending?
- ▶ Awkward Dining Moments
- ▶ Which fork?
- ▶ Socialising After Hours
- ▶ Marking Employee Events
- ▶ Reflection

Lesson 7: Dealing With Challenges Professionally

- ▶ Personal Issues
- ▶ Difficult People
- ▶ Ethical Dilemmas
- ▶ Reflection

Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

WEB LINKS

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- ▶ [View this course online](#)
 - ▶ [In-house Training Instant Quote](#)
 - ▶ [Public Classes - Enrol Now!](#)