

## 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

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## BUSINESS ETIQUETTE TRAINING COURSE OUTLINE

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### 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.

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### OUTCOMES

#### In this course participants will:

- ▶ Understand why business etiquette matters and how to improve business etiquette culture
  - ▶ Understand the three components of business etiquette - appearance, communication, and behaviour
  - ▶ Know how to make a great first impression and how to dress appropriately
  - ▶ Understand how to read body language
  - ▶ Understand the intricacies of introducing people in business contexts and how to remember people's names
  - ▶ Understand the art of conversation both in person and on the phone
  - ▶ Understand how your personal style influences how you communicate
  - ▶ Know the right way to behave online in a business context
  - ▶ Explore the do's and don'ts of email etiquette
  - ▶ Explore the business etiquette of different cultures and countries
  - ▶ Know how to behave in business social contexts
  - ▶ Understand the etiquette of how to deal with ethical dilemmas, personal issues, and difficult people
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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

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### Lesson 3: The Personal Touch

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

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### Lesson 4: Netiquette – Manners In The Online World

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

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### Lesson 5: Global Business Etiquette

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

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### Lesson 6: Social Business Etiquette

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

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### Lesson 7: Dealing With Challenges Professionally

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

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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