PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Business Etiquette Training

The PD Training Business Etiquette training course will improve your staff's understanding of exactly what professional etiquette is, and with some customisation, introduce them to the expected levels of etiquette in your organisation. As participants, your staff will learn how to conduct themselves more professionally, communicate more effectively and acquire the tools to create that all important first impression.

Skills covered in this 1-day professional development course include memorisation techniques, conducting oneself at meetings and work-related functions, email and telephone etiquette tips, business writing rules, dressing for success and more.

Business etiquette training courses are available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

What You'll Gain:

Traditional business relationships and communication methods are changing, however etiquette and professionalism are still important when interacting with both internal customers (staff) and with external clients.

Our one-day course covers a variety of skills and techniques to conduct oneself properly in a business environment, but can also be completely customised allowing you to implement any organisational-specific requirements.

Standard skills include creating a great first impression, how to conduct your self in and out of the office, telephone and email etiquette, communicating in the office, international etiquette considerations and much more!

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

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

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au