

Business Etiquette

Overview:

To understand the importance of creating a positive impression. The result of a successful projection will always be positive as the effect ripples to all areas of the business and our clients are satisfied both personally and financially.



Course Outline:

- Effective introductions and greetings.
- The handshake – the correct way of doing it.
- Exchange of business cards.
- Work place civilities. General office courtesies
- Meetings. Board Rooms. Conferences.
- Seating protocol – placing people correctly.
- Etiquette related to business entertaining and gifting.
- Protocol in business related social engagements.
- Off site & office parties.

Methodology:

- Practical
- Slide shows
- Group activity

Duration:

Two-hours

Ideal batch size:

20 Participants