

Course Name	Certified Business Etiquette
Course Duration	2 Days
Course Structure	Instructor-Led with Hands-on Labs
Course Overview	<p>The course will teach you about the dos and don'ts in specific situations such as business meals, meeting with persons from different cultures (providing specific insights), greeting, planning and attending meetings and functions. By the end of the course, learners will cover the following outcomes:</p> <p>Entertaining Etiquette, Multi-Cultural Challenges, Electronic and Internet Etiquette, Ethical Issues: Business challenge, Handling Sexuality at the Workplace and Creating your Business Style and Professional Image.</p>
Course Outcome	<p>After completing this module, students will be able to demonstrate:</p> <ul style="list-style-type: none"> • What is business etiquette • Principles of exceptional work behavior • Telephone etiquette • Multi-cultural challenge • New issues in etiquette
Course Details	<p>Topic 1: Introduction to Business Etiquette</p> <ul style="list-style-type: none"> • Introduction to business etiquette • The ABCs of etiquette • Meeting and greeting scenarios • Developing a culture of excellence • The principles of exceptional work behavior • What is the role of Good Manners in Business? • Enduring Words <p>Topic 2: Greetings and Introductions</p> <ul style="list-style-type: none"> • Guideline for receptionists • Making introductions and greeting people • Greeting Components • The protocol of shaking hands • Introductions • Introductory scenarios • Addressing individuals <p>Topic 3: Meeting and Boardroom Protocol</p> <ul style="list-style-type: none"> • Guidelines for planning a meeting • Before the meeting • On the day of the Meeting • Guidelines for Attending the meeting • For the Chairperson • For attendees • For Presenters <p>Topic 4: Business Ethics</p> <ul style="list-style-type: none"> • Ethics in the workplace • The challenge of business ethics

	<ul style="list-style-type: none">• Creating an ethical compass• Business ethics and advantages• Ethical Issues• Preventing sexual Harassment• Conflict resolution strategies• Choosing the appropriate gift in the business environment <p>Topic 5: Entertaining Etiquette</p> <ul style="list-style-type: none">• Planning a meal• Issuing invitations• Business meals basics• Basics of table etiquette• Holding and resting utensils• Business dining etiquette• Multi-cultural Highlight: Japanese Dining• Specific food Etiquette guidelines <p>Topic 6: Telephone Etiquette</p> <ul style="list-style-type: none">• Cell phone etiquette• Telephone etiquette guidelines• Mastering the telephone courtesy• Active listening• Putting callers on hold• Transferring a call• Screening calls• Taking a message• Voice Mail• Closing the call• When Making calls• Closing the call• Handling rude or impatient clients <p>Topic 7: Internet & email etiquette</p> <ul style="list-style-type: none">• Internet usage in the workplace• Email• Netiquette• Online chat• Online chat etiquette• Online chat etiquette guidelines <p>Topic 8: Business Attire & Professionalism</p> <ul style="list-style-type: none">• Business style and professional image• Dress code• Guidelines for appropriate business attire• Grooming for success• Guidelines for appropriate business attire• Grooming for success• Multicultural dressing <p>Topic 9: Disability Etiquette</p>
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	<ul style="list-style-type: none">• Disability etiquette• Basic disability Etiquette practices• Courtesies for wheelchair users• Courtesies for blind or visually impaired• Courtesies for the deaf• People with speech impairments <p>Module 10: Multi-cultural challenges</p> <ul style="list-style-type: none">• Multi-cultural etiquette• Example of cultural sensitivity• Cultural differences and their effect on business etiquette• Cultural Highlight: China• Cultural Highlight: India
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