

BM-BQP



Management
& Soft Skills

BUSINESS ETIQUETTE & PROFESSIONALISM

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

This course will teach you the fundamentals of business etiquette. Learn how to build relationships, create a professional appearance, develop positive relationships with co-workers, and practice cubicle and office etiquette. In addition, this course teaches students the appropriate behaviour and etiquette when using the Internet, in daily communications, and in meetings. Learn how to handle ethical dilemmas and personal issues, become a good conversationalist, and be courteous when communicating. Students will also examine and understand the appropriate etiquette for business meals and functions, as well as how to be a courteous traveller - at home or abroad.

AUDIENCE PROFILE

Business etiquette and professionalism training can be valuable for anyone who wants to improve their professional skills and enhance their success in the workplace by being attentive to the way they conduct themselves against best office practice. The audience profile can include but is not limited to Recent Graduates, Customer-Facing Employees, Sales Representatives, New Employees or New Management and Entrepreneurs.

PREREQUISITES

There are no prerequisites for this course.

COURSE OBJECTIVES

- Discuss business etiquette and its role.
- Suggest ways to be your best in job interviews.
- Discuss business meeting and meal meeting protocol.
- Learn more about electronic etiquette.
- Highlight diversity and multicultural etiquette.

COURSE CONTENT

Lesson 1: Principles of Professional Behaviour

- Always Be Your Best
- Meetings and Greetings.
- Sending Social Invitations to Business Associates

Lesson 2: Interview Etiquette

- Interviewing.
- Before the Interview.
- In the Waiting Room

- During the Interview
- After the Interview
- Job Fair Interviews

Lesson 3: Planning and Attending Business Meetings

- Office Meetings.
- Meal Meetings

Lesson 4: Electronic Etiquette

- Voicemail Etiquette

- Cell phone Etiquette
- E-mail Etiquette

Lesson 5: Multicultural Etiquette

- Defining the Challenge
- Five Steps to Dealing with Diversity
- Guidelines for Managing Diverse Relationships

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.