

## BUSINESS ETIQUETTE TRAINING

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### **COURSE LENGTH: 1.0 DAYS**

Success in the business world does not just rely on talent, money, skills or luck; a good relationship with associates, co-workers, customers, clients, investors or anyone you deal with, is just as crucial. Learn from PD Training's Business Etiquette Training Course, how to create that favourable reputation for your business in various situations.

This Business Etiquette Training Course can teach you and your staff the appropriate business etiquette skills like the importance of projecting confidence, competence and credibility or the '3C's' in creating a good first impression, the "4 levels of conversation", how to conduct yourself professionally and how to develop and maintain good relationships for your company or organisation.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please 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

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#### Lesson 1: Do Manners Matter?

- ▶ The Case for Business Etiquette
- ▶ The ABC of Business Etiquette
- ▶ Reflection

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#### 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](#)