



EVERYDAY BUSINESS ETIQUETTE

The rules of proper business etiquette are changing. In many corporations, middle management and the concept of seniority are being replaced by a flat organizational structure and intense competition. Such an environment makes the need for appropriate behaviour especially crucial, particularly if you're looking to advance your career. How do you maintain your private "space" when you sit in one of a dozen cubicles? How should you address your peers and superiors, and what's the proper attire for today's corporate culture? In this course, you'll learn how to conduct yourself in the everyday business environment with poise and confidence.

Fitting In: The Basics of Everyday Etiquette

- Recognize the importance of understanding the basics of business etiquette.
- Identify principles of good etiquette during business introductions.
- Identify principles of business etiquette for speaking with co-workers.
- Analyze ways to dress appropriately according to an etiquette decision model.

Team Players: Etiquette and Your Co-workers

- Recognize the importance of learning the proper etiquette for getting along with your co-workers.
- Identify examples of the etiquette of personal space at work.
- Apply steps to discourage work space intrusions in a given business scenario.
- Analyze opinions expressed between co-workers in specific business scenarios to determine if correct etiquette has been used.
- Apply the proper conflict-handling etiquette in a given business scenario.

Etiquette and Sensitive Situations

- Recognize the importance of learning the proper etiquette when interacting with members of the opposite sex.
- Identify guidelines of proper etiquette to use when communicating with the opposite gender in the workplace.
- Identify guidelines of proper etiquette to use regarding the office romance.
- Identify examples of chivalrous behavior that conform to the guidelines of etiquette for the 21st century.

Who's in Charge? Leading, Following, and Etiquette

- Recognize the importance of learning the proper etiquette of leading and following.
- Match supervisory styles and company cultures to the way decisions are made within each.
- Analyze interactions between supervisors and subordinates for effective decision-making strategies.

EFFECTIVE BUSINESS COMMUNICATION

Your ability to learn and practice effective communication techniques can spell the difference between success and failure. During this course, you'll recognize how to prevent and deal with communication problems, find out why effective communication skills matter and learn the three components of the communication cycle to attain high performance. As a result, you'll be able to enhance your relationships with your manager and co-workers as well as in your personal life.

Outline:

- Introduction

- High Performance Communication
- Communication Skills Matter
- Communication Ingredients
- Steps to Communication
- Where to Start
- Summary

TELEPHONE SKILLS

Learn how to use the telephone effectively. This section covers basic etiquette and business use.

Outline:

- Introduction
- Telephone Etiquette
- Telephone Basics
- Making Effective Phone Calls
- Telephone Tips
- Taking a Message
- Offensive Callers
- Summary

PROFESSIONAL IMPACT

Learn the tools and techniques required for making a professional impact on your peers, superiors and clients. Projecting a professional image and being an extension of your organizations brand will empower you with a valuable tool that is essential to achieving the desired results. Each delegate shall be aware of the impact that they personally have on the success or failure of a business. They shall be empowered with the tools necessary to project a professional image and impact to the client by successfully demonstrating they are an extension of your company's brand. The knowledge shared with the delegates shall facilitate a process of elevated service levels consistent throughout the company to ensure future sustainability.

Outline:

- Areas of Business Etiquette that are essential to professionalism
- Harnessing The Nuances of Professional Impact
- Understanding your internal and external clients and creating rapport:
 - Non-Verbal Communication (Body Language)
 - Personal Image (Grooming & Dresscode)
 - Business Language
 - Communication Style
 - Adequate Business Behaviour
 - Understanding the different personality styles

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086 123 BSSA (2772)