

Business Etiquette

One Day Course

In the world of business there are unspoken rules of conduct that govern the way people behave and interact with each other. Knowing the proper etiquette allows for smooth business interactions and can avoid potential embarrassment. This workshop covers the essential “do’s and don’ts” of business etiquette, equipping participants with the knowledge needed to appropriately conduct themselves as professionals in the business world.

Learning Method

This course uses a combination of instructor-led presentation and hands-on practical exercises. Participants will have the opportunity to apply what they have learned in the classroom throughout the course.

Who will benefit from this course?

This course is suitable for people who are new to business and unsure of what behaviours are expected in a business environment.

Pre-requisites

None

Learning Outcomes

- Identify what business etiquette is and why it’s important
- Network with confidence
- Present yourself professionally
- Understand the importance of dress codes and what they mean
- Understand how to use a business card effectively
- Remember names easily
- How to conduct yourself at a business lunch
- Understand basic guidelines regarding, grammar standards in all written communication
- Understand telephone etiquette
- Understand the benefits of international etiquette

Related Courses

- Bridging the Gaps™: doing business in China
- Sales Fundamentals
- Customer Service
- Workplace Diversity

Our Approach

At Navitas Workforce Solutions (NWS), we have designed our courses to be challenging, exciting, relevant and interactive - a powerful combination of key motivators. Our trainers use creative activities to generate and maintain participation, helping to break down the learning barriers that many adults face. Our clients have found that our training programs offer an immediate benefit to participants through the delivery of practical skills and in the long term will expand their abilities and careers.

- Proven and effective high-impact, face to face interaction between our trainers and clients
- Friendly and relaxed atmosphere which is conducive to learning



Modules - Business Etiquette

Getting started

- Workshop objectives
- Action plans and evaluations

What is business etiquette?

- Defining etiquette
- Why bother with business etiquette?

Networking

- The cold introduction
- First impressions matter
- The business card
- Sorry, what was your name again?

What to wear

- Is a dress code optional?
- 10 tips for that perfect look

Introductions over, what next?

- The bone crusher and the dead fish
- Conversation etiquette
- Stages of conversation

The business lunch

- Which fork first?
- Eating with etiquette

Restaurant etiquette

- Ordering correctly
- Alcohol
- Paying the bill and tipping

Email etiquette and netiquette

- Understanding netiquette
- Email etiquette: the do's and don'ts of email
- Grammar

Telephone etiquette

- 10 tips for telephone etiquette
- Leaving voicemail
- Mobile manners

The written letter

- Saying thank you with style
- Letters: the basic structure
- Writing the letter

International etiquette

- Some basic rules
- Business card etiquette
- Personal space
- Gifts
- Communication



Contact

Navitas Workforce Solutions

Melbourne

Level 3, 206 Bourke St
Melbourne, VIC 3000

Sydney

Level 11, 17 York St
Sydney, NSW 2000

Brisbane

Level 2, East Tower, 410 Ann St
Brisbane, QLD 4000

Perth

Level 2, 15 Ogilvie Rd
Mount Pleasant, WA 6153

Adelaide

Level 5, 121 King William St
Adelaide, SA 5000

Email info@nws.edu.au or call us on 1300 883 445 to discuss training requirements across Australia

www.nws.edu.au
www.navitas.com

Navitas Workforce Solutions Pty Ltd
RTO: 21663
ABN: 25 100 404 199

