

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



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Proposal Writing

One Day Course

The correct presentation and formatting of a proposal document can be the difference between a positive or a negative outcome. A proposal document represents your organisation and as such needs to look professional and not include any spelling, grammar or punctuation errors. This workshop covers the requirements of the document and the process needed to put together a successful proposal.

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 want to develop their proposal writing skills in order to create focused, high-quality proposals

Pre-requisites

None

Learning Outcomes

- Understand the basic requirements for developing a proposal
- Follow the approach provided to help develop focused, high-quality proposals
- Utilise tips and techniques to determine an appropriate structure for your proposals in different situations
- Make good use of illustrations in your proposals
- Define proofreading and understand the techniques in improving proofreading skills
- Define peer review and list ways peer review can help improve your proposals
- Notice (and correct) common spelling and grammar issues in your proposal writing
- List guidelines for printing and publishing your proposal

Related Courses

- Team Proposal Writing
- Administrative Support
- Communication Strategies
- Project Management Fundamentals

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Modules - Proposal Writing

Getting started

- Workshop objectives

The request

- Requests for proposals

The proposal-writing process

- A winning proposal
- A proposal-writing process

The requirement

- What does the customer want?
- What does your company want?
- Initial data gathering

Why pick us?

- Key differentiators
- Key messages

Illustrations

- Illustrations
- Sample illustrations

Proposal structure

- The basic outline
- Creating and sequencing your table of contents

Details and research

- The reader
- Organising your information
- Identifying resources

Writing skill revision, part two

- Parts of a sentence
- Write faster - effective writing
- Paragraphs

Writing the text of the proposal

- Choosing a format
- Templates
- Proposal content

Proof reading, editing and finishing

- Proofreading
- Review/peer review
- The appearance - printing and publishing



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Workplace Diversity

One Day Course

Australia ranks as one of the most multicultural countries in the western world. Almost fifty percent of Australians were born overseas or have a parent who was born overseas. This means that the workplace is becoming increasingly diverse and that workers need to become more culturally aware. This workshop talks through the key issues, common misconceptions, how to avoid potential conflicts and what to do should a conflict arise.

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 want to encourage and facilitate diversity in their working environment.

Pre-requisites

None

Learning Outcomes

- Define workplace diversity
- Identify the difference between stereotypes and biases
- Understand how to remove barriers and encourage diversity for yourself and your social community
- Learn to listen as well as employ effective questioning techniques
- Understand the importance of body language
- Learn how to encourage diversity in the workplace, and prevent discrimination
- Manage personal complaints
- Understand the role of a line manager when dealing with a discrimination complaint
- Understand the process an organisation must follow to receive and respond to a complaint
- Deal with discrimination in the workplace

Related Courses

- Coaching and Mentoring
- Communication Strategies
- Effective Supervisor
- Leadership and Influence

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Modules - Workplace Diversity

Getting started

- Workshop objectives
- Action plans and evaluations

Diversity, what is it?

- Group and discriminatory terms

Stereotypes

- Stereotype or plain bias
- It starts with you

Tearing down the baggage barriers

- Changing your approach
- Workplace changes
- Social changes

Verbal communication skills

- Ten ways to listen better today
- Asking questions
- Paraverbal communication
- The power of tone
- Communicating with power

Non-verbal communication

- Your body speaks its own language
- The signals you send

Taking a proactive approach

- Encouraging diversity in the workplace
- Why a diversity audit
- Conducting a diversity audit
- Stop discrimination
- Definitions
- Discourage discrimination

Coping with discrimination

- The warning signs
- Reprisal discrimination
- So what should you do?

From a manager's perspective

- Create detailed records
- Next actions
- Investigate the complaint

From an organisational perspective

- Receiving a complaint
- Making a decision
- Document, document, document
- The follow-up
- Lessons learned

Employee discipline

- How to prepare and conduct disciplinary meetings
- What to say when terminating an employee



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Admin Support One Day Course

Administration skills are essential in today's work environment. There are many sources of information that need to be analysed, prioritised and processed to create value for the organisation. As a result time management skills and being able to effectively communicate in written and verbal form are requisite to being an efficient and productive worker. The course is designed to equip participants with these core skills that are highly valued in workers performing administration roles.

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 anyone looking to improve their communication and organisational skills.

Pre-requisites

None

Learning Outcomes

- Get organised
- Manage time effectively
- Learn to meet deadlines
- Improve communication skills
- Improve non-verbal communication skills
- Deal with managers more effectively

Related Courses

- Personal Productivity
- Microsoft Word
- Microsoft Excel
- Time Management
- Business Writing for Professionals

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Modules - Admin Support

Getting started

- Workshop objectives

Getting yourself organised

- Managing email
- Managing electronic files
- Managing the paper trail
- Making the most of voice mail
- Organising your workspace
- Using a to-do book

Managing your time more effectively

- Managing your time
- Keeping others on track
- Maintaining schedules

Getting it done on time

- Prioritising
- The secret to staying on track
- Goal setting

Complete special tasks

- Planning small meetings
- Planning large meetings
- Organising travel

Improve your verbal communication skills

- Listening and hearing: they aren't the same
- Asking questions
- Communicating with power

Improve your non-verbal communication skills

- Body language
- The signals you send to others
- It's not what you say, it's how you say it

Empower yourself

- Being assertive
- Resolving conflict
- Building consensus
- Making decisions

Deal with your managers more effectively

- Working with your manager
- Influencing skills

Taking care of yourself

- Ergonomics
- Stress management
- Dealing with a heavy workload



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