

BUSINESS ETIQUETTE

Unit Standard	14359
NQF	Level 2
Credits	5
Duration	1 Day
Organisational Development Area	All Staff Levels

SYNOPSIS

If you have had some awkward moments where you aren't sure which fork to use or which side plate is yours, or if you've ever had to make small talk with some CEO's and been lost for words, you know just how agonizing such moments can be. However, what can be even more damaging to your career are those things you are not aware of, the social gaffes you aren't even aware of making.

In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner. A faux pas at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this workshop can help you succeed. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication, and confidence.

COURSE OUTLINE

- Fear of Embarrassment;
- Test Your Business Etiquette (Pre-Assignment);
- The Handshake;
- Business Card Etiquette;
- The Skill of Making Small Talk;
- Do You Remember Names?
- Making That Great First Impression;
- Dress for Success;
- Business Dining;
- E-Mail and Telephone Etiquette;

COURSE OUTCOMES

Upon successful completion of this course learners will be able to:

- Practice skills at networking, making introductions, shaking hands and using business cards appropriately;
- Prepare for both formal and informal meetings;
- Dress appropriately for every business occasion;
- Dine comfortably in both business or formal situations;
- Communicate with confidence in a wide range of business situations;
- Display behaviour that establishes trust and credibility.