PROFESSIONAL DEVELOPMENT TRAINING

Business Etiquette & Professional Conduct Training - 3hours

REQUEST QUOTE

0.5 DAY COURSE

The Business Etiquette & Professional Conduct Training Course by PD Training teaches you the practical techniques and generally-accepted professional and ethical conduct or behavior that will help create a favorable impression while conducting business or dealing with co-workers, clients, customers and other people in the business community.

After completing this course, you and your staff will have learned the professional and ethical: steps in making introductions, preferred handshake methods, acceptable office conduct, creation and management of emails, ways to make phone calls, conduct during meetings, behavior when eating at restaurants and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

What You'll Gain:

Professional conduct and good business etiquette have never been more important. Traditional structures and communication methods are changing. However, etiquette and professionalism are still important within the business and with external clients. During this training course, you will learn how to carry yourself professionally by building knowledge of business etiquette.

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 behavior
- 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

Modules

Lesson 1: Do Manners Matter?
- The Case for Business Etiquette
- The ABC of Business Etiquette
- Reflection

Lesson 2: How To Make An Impression
- First Impressions do Count
- Nothing to Wear?
- Grooming
- Body Language
- Reflection

Lesson 3: The Personal Touch
- Introduction Etiquette
- The Hand Shake
- Polite Conversation
- Personal Style
- Reflection

Lesson 4: Netiquette – Manners In The Online World
- Civility on the Internet
- Email Etiquette
- Social Media Etiquette
- Reflection

Lesson 5: Global Business Etiquette
- Global Business
- Understanding Particular Cultures
- Reflection

Lesson 6: Social Business Etiquette
- Hosting or Attending?
- Awkward Dining Moments
- Which fork?
- Socializing After Hours
- Marking Employee Events
- Reflection

Lesson 7: Dealing With Challenges Professionally
- Personal Issues
- Difficult People

Lesson 8: Reflections
- Create an Action Plan
- Accountability = Action

- Ethical Dilemmas
- Reflection

Talk to our expert team

Phone:

Email: