



Business Etiquette - Maximize Your Potential

Workshop Duration: 2 Days

Facilitation in English

Workshop Description

Good business etiquette includes being courteous and thoughtful to the people around you regardless of the situation. It involves clear and appropriate communications, an ability to read the cues of others, to express your own convictions in a diplomatic way and a willingness to address conflict as situation related rather than individual related.

Etiquette is about presenting yourself with the kind of polish that shows you can be taken seriously and about being comfortable around people and making them feel comfortable around you.

You will cover the following material:

- Recognizing the great opportunities that practicing good etiquette will provide to you (both personally and organizationally)
- Corporate culture, societal culture, home culture – where do they collide
- The basic rules of good business etiquette
- The unintended message 'is the message you are trying to deliver the same one that is being received?'
- Leadership qualities and how to gain the trust and respect of others
- Treating all with respect regardless of rank or income
- Establishing and maintaining good rapport
- Assertive communication (the difference between assertive, non assertive and aggressive styles)
- Listening skills (active listening and listening with empathy)
- Expressing appreciation of other's contributions
- Creating collaborative work environments
- Fear and intimidation, why the win/win model works better
- Dealing with interruptions

Etiquette in your workplace:

- In your daily relationships
- At meetings
- Over the phone
- In writing
- Appropriate business dress for etiquette



Conducting International Business:

- You never have a second chance to make a first impression
- Pitfalls and opportunities
- Why and how to change your usual style

This highly interactive course will be delivered through a combination of individual and group exercises, lecture, case studies and facilitated group discussions.