

Objectives: This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Duration: 1 day

The topics covered are as follows:

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 Networking for Success

- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

3 The Handshake

- The Three-Step Process
- FAQs

4 Making Small Talk

- The Four Levels of Conversation
- Case Study

5 Dining In Style

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solution

6 Eating Out

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

7 Business E-Mail Etiquette

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

8 Telephone Etiquette

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Cell Phone Do's and Don'ts

9 The Written Letter

- Thank You Notes
- Formal Letters
- Informal Letters

10 Dressing for Success

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding What To Wear

11 International Etiquette

- General Rules
- Important Points
- Preparation Tips

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations