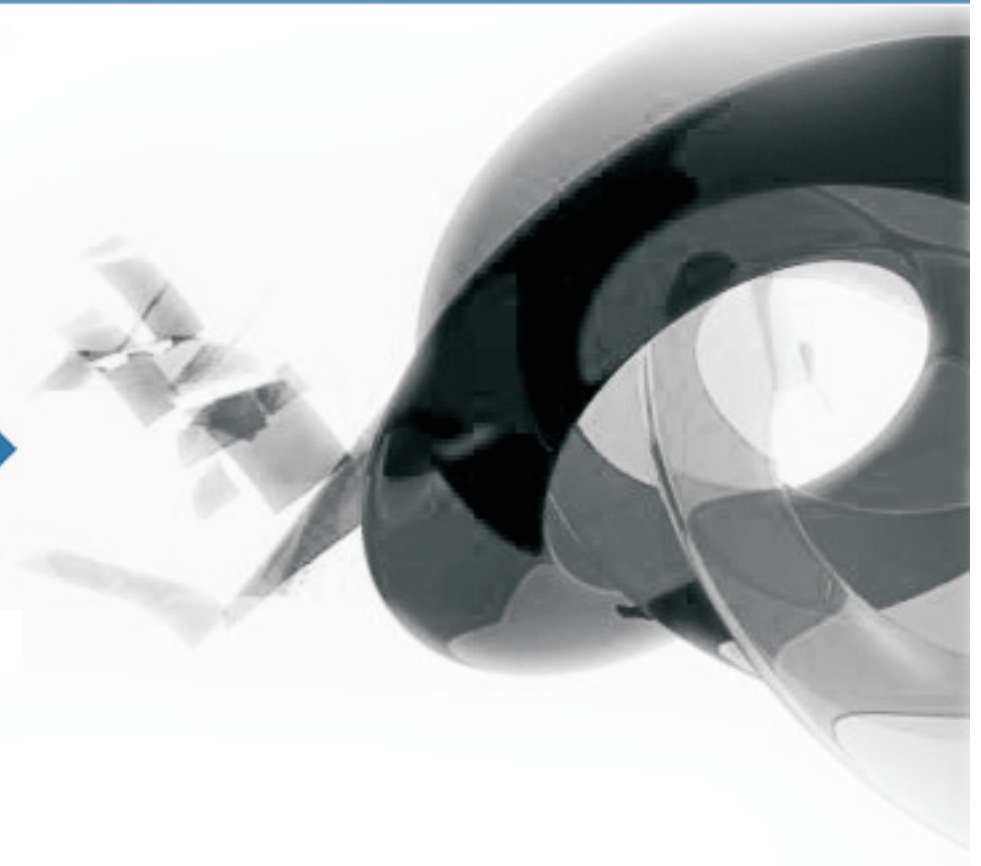


Corporate Etiquette

Program Outline



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Overview

The hallmark of an organization is the well mannered employees with the best of the business etiquette and social skills. The workshop would craft the best of the etiquettes among the employees suiting the work culture

Learning Objective

- To enhance the employees with the best of the business etiquette
- To empower effective communication and social skills
- To develop personal skills
- To increase productivity through effective mannerism
- To have a work culture that is result driven

Day I

Introduction/ objective

Introducing self

- Introductions
- Handshakes
- Greetings
- Business card etiquette

Communication

- The importance of first impressions in the business world
- Improving business communication skills
- Importance of building business relationships
- The importance of ATTITUDE
- The importance of word
- Nonverbal communication

Work place etiquette

- How to mix and mingle like a pro at business events
- Corporate meeting protocol
- Telephone etiquette... you represent your company
- Email etiquette
- Cell phone etiquette
- Cubicle etiquette
- Meeting etiquette



Day II

Grooming

- What is appropriate clothing for business
- What your grooming says about you
- The importance of self-image
- Understand why appearance counts
- What is professional attire
- How to create a winning image
- Men's classic business attire and how to create that look
- Women's classic business attire and how to create that look

Dining Etiquette

- Your responsibilities as a host
- Your responsibilities as a guest
- When and how to sit down at the table
- How to properly use your napkin
- When, how and what to order
- Holding your flatware properly
- Maneuvering your way at the table
- How to indicate you are pausing at your meal
- How to indicate you have finished your meal
- Where do you put your hands and briefcase
- How to eat difficult food
- When to discuss business at the meal
- When and how to make a toast
- Cellular phones at the table
- How to behave when you are on a diet
- Rules for eating at a buffet
- How to behave at a banquet