

# Work Etiquette & General Discipline in Meetings

## One Day Highly Interactive Workshop

### Course Description

Corporate Etiquette a lot more than knows which spoon to use for the soup at a corporate banquet. Etiquette is about portraying yourself with the kind of refinement that shows you are to be taken seriously at work and that your input is valuable. It is about participating confidently in meetings, dealing professionally with colleagues and staff at work, and learning to remain professional and keep your head in pressured situations.

### Course Objectives

Upon completion of the session, participants will be able to understand and immediately apply the following Assertiveness concepts in their own workplace:

- Greet, meet and introduce people professionally in a business setting
- Initiate a conversation with a new business associate, make constructive small talk and then politely end the conversation on a high note
- Conduct yourself positively during meetings, participate professionally and respectfully voicing objections if needed while at all times being taken seriously
- Avoid being seen as culturally insensitive by learning how to use discretion, courtesy and good judgment when dealing with a variety of contacts from various cultures
- Entertain staff, clients and customers at lunch or dinner while displaying the proper etiquette in all things from table manners to toasting
- Communicate appropriately when conversing, writing business letters or e-mails, talking on the phone, using the most suitable greeting, tone and manner
- Remaining cool, calm and collected during a crisis, keeping your temper and guiding the team's effort with a cool and calm demeanour
- Understand the nuances of appropriate dress for different business occasions, and look at some ways you can "dress to impress" without being seen as flashy
- Learn why discretion is important when talking to outsiders about your company, and how indiscreet disclosure of information could harm your company

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### Course Content

#### 1. Greeting, meeting and introducing people

- Characteristics of a good handshake
- Create a positive first impression that lasts
- Tips to help you remember names
- Introduce staff, guests and VIPs professionally
- Various forms of address and when to use them
- Saying goodbye and ending conversations
- Business card etiquette

#### 2. Conversation techniques

- Timing - it's if and when you say it
- Tone - it's how you say it
- Volume - it's how loud you say it
- Guidelines for making small talk that matters
- Tips for dealing with difficult people
- Use body language to complement your message

#### 3. Correspondence and technology etiquette

- Communication styles – which style suits you best?
- Various communication channels and their pros and cons:
  - a. The business letter
  - b. The quick (often regretted) e-mail
  - c. Internet communication using facilities like net meeting, MSN and Skype
  - d. Answering cell phones, SMSes and taking calls

#### 4. Mastering meetings

- Understanding correct meeting protocols
- Polite ways of interjecting, commenting or voicing an objection
- Tips and techniques for chairing a meeting successfully
- Methods for getting and keeping your meeting on track

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### **5. Behaviour during a crisis**

- The importance of keeping your temper under control
- Dealing calmly to resolve interpersonal conflict
- Managing the performance, not the person
- Tips to deal with your own stress

### **6. Dealing with managers, colleagues and staff**

- Understand how business hierarchy is structured
- Know how seniors expect to be treated
- Discover how to give and receive credit and compliments
- Understand reporting lines and their importance
- Avoiding overt involvement in office politics
- Handling the rumour mill and office gossip
- Disability etiquette - the importance of empathy and courtesy

### **7. Office relationships**

- The appropriate use of space and touch in the office
- Understanding what constitutes sexual harassment
- Know how to steer clear of any behaviour that could give offence
- The inherent danger of office romances or "flings"
- What to do when your personal and professional lives overlap

### **8. Entertainment etiquette**

- Common dining etiquette mistakes
- Conversation etiquette during business lunches or dinners
- Respectable behaviour when socialising with staff and management

### **9. Maintaining a professional image**

- What is acceptable dress for men and women in business?
- Power dressing - when and how to "dress to impress"
- Distinguish between home casual and business casual
- Dress guide to formal and informal business occasions

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### 10. Ethics in the workplace

- Confidentiality and disclosure of company information to external parties
- A guide to accepting / offering gifts or favours
- Correct actions if a bribe is solicited by a customer, client or supplier

### Other Details:

- Payment to be made within 15 days from the date of the invoice.
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