

# Cultural Ethics & Personality Development

## 1 - 2 Day Workshop

### Course Description

Cultural Ethics a lot more than knows which spoon to use for the soup at a corporate banquet. Corporate ethics 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, networking effortlessly at cocktail parties, dealing professionally with colleagues and staff at work, and learning to remain professional and keep your head in pressured situations.

### Course Objectives

During this highly practical and interactive 1 – 2 day course the participants will discover the best ways to:

- 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
- Network effortlessly with potential business contacts, taking the opportunity to discover new ways to expand your contacts and grow your business
- 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 demeanor
- 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

#### **SIEGER TRAINING CONSULTANTS (P) LIMITED**

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: [training@siegergroups.com](mailto:training@siegergroups.com) | Visit us at: [www.siegergroups.com](http://www.siegergroups.com)

# Cultural Ethics & Personality Development

## 1 - 2 Day Workshop

### Workshop Outline – 1 - 2 Days

#### 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:
  - The business letter
  - The quick (often regretted) e-mail
  - Internet communication using facilities like netmeeting, MSN and Skype
  - 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

# Cultural Ethics & Personality Development

## 1 - 2 Day Workshop

### **5. The art of networking**

- Devising your own networking strategy and objectives
- Making an entrance and working the room
- Techniques for smoothly joining and leaving groups
- Learning to self-promote yourself without appearing arrogant
- Adhering to essential rules for good networking
- Identifying inappropriate places for networking

### **6. 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

### **7. 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

### **8. Office relationships**

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

### **9. Entertainment etiquette**

- Common dining etiquette mistakes
- Conversation etiquette during business lunches or dinners
- Respectable behavior when socialising with staff and management
- Handling alcohol during and after working hours

# Cultural Ethics & Personality Development

## 1 - 2 Day Workshop

### 10. 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

### 11. 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.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.

### Follow us on



Let's Stay In Touch [Click Here To Subscribe](#) SIEGER TRAINING INDIA Workshop Updates

Copyright (C) 2015, Sieger Training Consultants (P) Limited, All Rights Reserved.

## SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: [training@siegergroups.com](mailto:training@siegergroups.com) | Visit us at: [www.siegergroups.com](http://www.siegergroups.com)