



Business Etiquette



Business Etiquette Training Course Outline

Foreword:

Whether it is appropriate conduct, wording an email correctly, dressing to suit the situation, or having awareness about cultural sensitivities, having good business etiquette can give us the edge in almost every situation. Having good 'Business Etiquette' means being the consummate professional in every business situation.

Introduction:

Let's face it: we've all had those embarrassing etiquette gaffes.

Business etiquette is so much more complex than knowing table manners like which fork to use at a business lunch. 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.

Have you ever been in a situation where...

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

This **Business Etiquette** Training program will help participants look and sound their best no matter what the situation.

Business Etiquette Training Course - Lesson 1 **Networking for Success**

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

Business Etiquette Training Course - Lesson 2 **The Handshake**

- The Three-Step Process
- FAQs

Business Etiquette Training Course - Lesson 3 **Making Small Talk**

- The Four Levels of Conversation
- Case Study

Business Etiquette Training Course - Lesson 4 **Dining in Style**

- Understanding your Place Setting
- Using your Napkin
- Eating your Meal
- Sticky Situations and Possible Solutions

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<p>Business Etiquette Training Course - Lesson 5 Eating Out</p> <ul style="list-style-type: none">• Ordering in a Restaurant• About Alcoholic Beverages• Paying the Bill• Tipping	<p>Business Etiquette Training Course - Lesson 6 Business E-Mail Etiquette</p> <ul style="list-style-type: none">• Addressing your Message• Grammar and Acronyms• Top Five Technology Tips
<p>Business Etiquette Training Course - Lesson 7 Telephone Etiquette</p> <ul style="list-style-type: none">• Developing an Appropriate Greeting• Dealing with Voice Mail• Cell Phone Do's and Dont's	<p>Business Etiquette Training Course - Lesson 8 The Written Letter</p> <ul style="list-style-type: none">• Thank You Notes• Formal Letters• Informal Letters
<p>Business Etiquette Training Course - Lesson 9 Dressing for Success</p> <ul style="list-style-type: none">• The Meaning of Colours• Interpreting Common Dress Codes• Deciding what to Wear	<p>Business Etiquette Training Course - Lesson 10 International Etiquette</p> <ul style="list-style-type: none">• General Rules• Important Points• Preparation Tips

Business Etiquette Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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