



Business Etiquette Workshop

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?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Workshop Objectives:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Understand the meaning of colors in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

For more information or to reserve your spot in this workshop, please contact:

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Etiquette Defined
The Importance of Business Etiquette

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Session Four: The Meet and Greet

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Session Five: The Dining in Style

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Session Six: Eating Out

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About Alcoholic Beverages
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Session Seven: Business Email Etiquette

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Session Nine: The Written Letter

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Session Ten: Dressing for Success

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Session Eleven: International Etiquette

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Session Twelve: Wrapping Up

Words from the Wise