PROFESSIONAL DEVELOPMENT TRAINING

Business Etiquette Training

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Clients and employees prefer to do business and work with individuals who are trustworthy, respectable and present proper business etiquette. If you who deal with different types of personalities, nationalities or cultures, it is suggested that you enroll in a Business Etiquette training course to enhance your social skills, business manners and professionalism. Remember, how you interact and relate with others is vital to your continuing success. Those small things like polite greetings, courteous conversations and active listening do make a difference in how you're perceived by others.

This Business Etiquette training course from PD Training provides the necessary knowledge and skills required to be calm, confident and in good manner in any social or business setting. This course is very advantageous to entrepreneurs, HR managers, executive assistants, image consultants, sales and marketing executives and special event planners, etc. Always keep in mind that proper etiquette is crucial in today's workplace as it can promote productivity, harmony and peace in the working environment as well.

Business etiquette training courses are available now throughout Malaysia and Kuala Lumpur.

This Business Etiquette training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

Business etiquette has never been more important. Traditional structures and communication is changing, however etiquette and professionalism are still important within the business and with external clients.

Outcomes

In this course participants will:

- Understand why business etiquette matters and how to improve business etiquette culture
- Understand the three components of business etiquette - appearance, communication, and behaviour
- Know how to make a great first impression and how to dress appropriately
- Understand how to read body language
- Understand the intricacies of introducing people in business contexts and how to remember
  people's names
- Understand the art of conversation both in person and on the phone
- Understand how your personal style influences how you communicate
- Know the right way to behave online in a business context
- Explore the do's and don'ts of email etiquette
- Explore the business etiquette of different cultures and countries
- Know how to behave in business social contexts
- Understand the etiquette of how to deal with ethical dilemmas, personal issues, and difficult people

Modules

Lesson 1: Do Manners Matter?

- The Case for Business Etiquette
- The ABC of Business Etiquette
- Reflection

Lesson 2: How To Make An Impression

- First Impressions do Count
- Nothing to Wear?
- Grooming
- Body Language
- Reflection

Lesson 3: The Personal Touch

- Introduction Etiquette
- The Hand Shake
- Polite Conversation
- Personal Style
- Reflection

Lesson 4: Netiquette – Manners In The Online World

- Civility on the Internet
- Email Etiquette
- Social Media Etiquette
- Reflection

Lesson 5: Global Business Etiquette

- Global Business
- Understanding Particular Cultures
- Reflection

Lesson 6: Social Business Etiquette

- Hosting or Attending?
- Awkward Dining Moments
- Which fork?
- Socialising After Hours
- Marking Employee Events
- Reflection

Lesson 7: Dealing With Challenges Professionally

- Personal Issues
- Difficult People
- Ethical Dilemmas
- Reflection

Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

Talk to our expert team

Phone: 016 299 1479

Email: enquiries@pdtraining.com.my