

## Business Etiquette

**Publisher:** CourseILT

**Code:** 0619148543

**ISBN:** 0619148543

**Version:** 1

**Course Length:** 1 day (6+ hours)

**Audience:** Students interested in learning about business etiquette

**Prerequisites:** None

**What's in *Business Etiquette*:**

Proper Business Etiquette impacts everyone within an organization. Learn to create a professional image, and use business etiquette techniques in a variety of business settings. The open, modular-style manual is designed for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the intricacies of Business Etiquette.

**Objectives:**

- Create a professional image, follow cubicle and office etiquette, and maintain positive office relationships.
- Use the Internet appropriately when at work and handle ethical dilemmas and personal issues in the workplace.
- Introduce people properly, be a good conversationalist, and follow proper etiquette in meetings.
- Display courtesy on the telephone, in voice mails, and in written communications.
- Follow proper etiquette at business functions and dinners, and identify formal table settings for business dining.
- Be a courteous traveler and prepare for international business trips

### Topic-Level Outline

#### Unit 1 : Office protocol

*Topic A: \* Office etiquette*

A-1: Understanding business etiquette

A-2: Maintaining a professional appearance

*Topic B: \* Cubicle and office etiquette*

B-1: Practicing cubicle etiquette

B-2: Practicing office etiquette

*Topic C: \* Office relationships*

C-1: Developing positive relationships with co-workers

C-2: Avoiding rumors and gossip

C-3: Developing relationships with superiors and staff

#### Unit 2 : Professional conduct

*Topic A: \* Appropriate use of the Internet*

A-1: Accessing the Internet

*Topic B: \* Ethical dilemmas*

B-1: Handling ethical dilemmas

B-2: Maintaining loyalty and confidentiality

*Topic C: \* Personal issues in the workplace*

C-1: Handling personal issues in the workplace

#### Unit 3 : Communicating in the workplace

*Topic A: \* Introductions*

A-1: Introducing people

A-2: Following etiquette while being introduced

*Topic B: \* Conversations*

B-1: Making conversation

*Topic C: \* Etiquette in meetings*

C-1: Understanding meeting protocol

C-2: Conducting yourself properly in meetings

#### Unit 4 : Etiquette in communication

*Topic A: \* Telephone courtesy*

A-1: Applying telephone courtesy

A-2: Using voice mails and speakerphones

*Topic B: \* E-mail etiquette*

B-1: Using subject lines and e-mail signatures

B-2: Composing the body of e-mail messages

*Topic C: \* Writing guidelines*

C-1: Formatting a business letter

C-2: Writing memos and informal letters

#### Unit 5 : Business functions

*Topic A: \* Attending business functions*

A-1: Identifying types of business functions

A-2: Following etiquette at business functions

*Topic B: \* Business dining*

B-1: Identifying table settings at formal dinners

B-2: Following etiquette for business dining

B-3: Handling utensils and napkins

B-4: Applying basic rules of dining etiquette

#### Unit 6 : Traveling for business

*Topic A: \* The courteous traveler*

A-1: Being a courteous traveler

A-2: Being courteous on an airplane, on a train, or in a car

A-3: Following the rules of etiquette at hotels

*Topic B: \* International travel*

B-1: Understanding cultural orientation

B-2: Showing respect to your hosts