



Tel (011) 083 8384

Tel (021) 790 3684

info@multimediacentre.co.za

www.multimediacentre.co.za

Business Protocol and Etiquette Course

Duration

1 Day (08:30 - 16:00)

Objectives

Business Protocol & Etiquette will allow you to understand the importance of Business Protocol and Etiquette and the impact it has on the company's image. Identify different communication and personality styles. Communicate and interact comfortable and professionally with different communication and personality styles. Apply business protocol and ethics in your work place. Portray a polite and friendly image. Carry yourself with confidence and proper body language. Portray a Professional Image. Communicate at a comfortable level and interact with different cultures. Communication with comfort regarding cultural diversity and respect. Improve your listening skills in order to improve your communication skills. Be a better conversationalist.

Who should attend?

- Personal Assistants
- Secretaries
- Receptionists
- General Office Staff

Prerequisite

None

Course Outline

1. Introduction
 - Definition
 - Protocol guidelines
 - Protocol in the business sector
2. Business Introductions
 - Titles and Seniority
 - Name tags
3. Ethics: Do's & Taboos
 - Holy and National Days
 - Ethical, Religious, Cultural and "dirty" jokes
 - Business Cards
 - Personal circumstances
4. Office Etiquette
 - Cell phones
 - Mail
 - Impeccable Behaviour
 - Being an Ambassador
 - Respect
5. Forms of Address
 - Group Discussion
6. Professional Image
 - Punctuality
 - Attitude and Emotions
 - Relationships: Romance in the Workplace

7. Guidelines for Business Dress Codes

- Clothes
- Accessories
- Hair style / colour / cleanliness
- Make-up

8. Meeting Protocol

- Purpose of Meetings
- Punctuality
- Communication
- Documentation
- Facilities
- Safety

9. Cultural Contexting and Interactions

- Group Discussion

10. Cultural Guidelines - Gifts

- Gift Policy Guidelines
- Accepting and Exchanging of Gifts
- Presentation of Gifts

11. Conversations

- PICKING A TOPIC
- Sensitive Topics
- Cultural Diversity and Respect
- Ethnic / Religious Jokes

12. Resources

- 7 Ways to be a Good Conversationalist

To check the course schedule, location, pricing and to book online please visit
http://www.multimediacentre.co.za/courses/business_protocol_and_etiquette.php

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.