

# Business Etiquette Workshop

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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.

## Workshop Objectives

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- Define etiquette and provide an example of how etiquette can be of value to a company or organisation
- 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



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