

Business Etiquette & Professionalism

Overview

In this course, students will learn how to represent themselves and their company in any situation.

Target Audience

This course is intended for individuals who want to gain basic knowledge of working in a professional business environment.

Course Objectives

Upon successful completion of this course, students will be able to understand the principles of professional behavior, interview etiquette, planning and attending Business Meetings, electronic etiquette and multicultural etiquette.

Course Outline

1 - Principles of Professional Behavior

Always Be Your Best
Meeting and Greeting
Sending Social Invitations to Business Associates

2 - Interview Etiquette

Interviewing
Before the Interview
In the Waiting Room
During the Interview
After the Interview
Job Fair Interviews

3 - Planning and Attending Business Meetings

Office Meetings
Meal Meetings

4 - Electronic Etiquette

Voicemail
Cell Phones
Email

5 - Multicultural Etiquette

Defining the Challenge
Five Steps to Dealing with Diversity
Guidelines for Managing Diverse Relationships
