

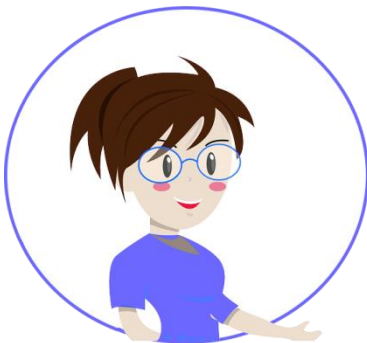
Business Etiquette and Professionalism

Aim

To understand the challenges and harness the strengths of doing business in a multi-cultural society. This course explores latent prejudices and encourages the delegates to move into a solutions-based mode through discussion and sharing of real-life situations.

The modules covered assist the delegate in identifying appropriate behaviour in the workplace, what is likely to lead to conflict and how to address it professionally.

What Others Had to Say About this Course...



The course was really helpful because it alerted me to issues, I have to sort out!
Caroline – Adcorp Group

Who Should Attend this Course?

This course will benefit all staff who work in a business setting, in all departments.

Outcome

This is a holistic workshop. At the end of it learners will be able to discern the need for a set of personal, societal and business related behaviours and patterns enabling them to conduct themselves with ease and confidence at any function.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14359	2	5	To apply leadership concepts in a work context

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Manners and Etiquette	<ul style="list-style-type: none"> Understanding the modern definition of etiquette and relating it to SA business culture
Personality	<ul style="list-style-type: none"> Where culture, etiquette and personal preferences overlap Four tier personality typing
The Etiquette of Cross-Cultural Communication	<ul style="list-style-type: none"> Understanding what culture is What a business culture is and why we sometimes shy away from cross cultural communication
Gender and Etiquette	<ul style="list-style-type: none"> Exploring the true meaning of gender equality whilst referencing rules of politeness
Generational Differences	<ul style="list-style-type: none"> Understanding the influences of each generation Thinking behind their actions in an attempt to bridge the etiquette gap
Grooming	<ul style="list-style-type: none"> Why good grooming can be considered good etiquette
Self and Time Management	<ul style="list-style-type: none"> Understanding Monochronic and Polychronic approaches and our business challenges today
Make Introductions	<ul style="list-style-type: none"> Meetings, greetings, farewells, and introductions
Keeping a Professional Client Relationship on Site	<ul style="list-style-type: none"> Emphasising the trap that one can fall into when we spend more time on the client's premises than our own
Sharing Office Space	<ul style="list-style-type: none"> Do's and don'ts when sharing office space with others
Have a Professional Telephone Manner	<ul style="list-style-type: none"> Informal vs more professional manner of answering a phone call
Ensure Professional Electronic Communication	<ul style="list-style-type: none"> Typing emails, including step-by-step process of typing an email, format, and length
Keep Your Written Communication Professional	<ul style="list-style-type: none"> Social media platforms