



Business Etiquette and Professionalism

Course Outline



Your business outcomes are our priority. Proving impact in real time.

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

Topic	Details
Manners and Etiquette	Understanding the modern definition of etiquette and relating it to SA business culture
Personality	- Where culture, etiquette and personal preferences overlap - Four tier personality typing
The Etiquette of Cross-Cultural Communication	- Understanding what culture is - What a business culture is and why we sometimes shy away from cross cultural communication
Gender and Etiquette	Exploring the true meaning of gender equality whilst referencing rules of politeness
Generational Differences	- Understanding the influences of each generation - Thinking behind their actions in an attempt to bridge the etiquette gap
Grooming	Why good grooming can be considered good etiquette
Self and Time Management	Understanding Monochronic and Polychronic approaches and our business challenges today
Make Introductions	Meetings, greetings, farewells, and introductions
Keeping a Professional Client Relationship on Site	Emphasising the trap that one can fall into when we spend more time on the client's premises than our own
Sharing Office Space	Do's and don'ts when sharing office space with others
Have a Professional Telephone Manner	Informal vs more professional manner of answering a phone call
Ensure Professional Electronic Communication	Typing emails, including step-by-step process of typing an email, format, and length
Keep Your Written Communication Professional	Social media platforms

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)