



Etiquette, Ethics and Customer Care

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, with a strong customer centric approach.

Please note: A customised version of this workshop can be aligned to the Batho Pele principles for government.

About this Course...

To understand the challenges and harness the strengths of doing business in a multi-cultural society.

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 this workshop 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
Etiquette - What is it?	Understanding the modern definition of etiquette and relating it to SA hospitality culture.
Our Customers	The customer window – an interactive exercise determining what our clients want from us and don't get, what our clients get from us and don't want. What our clients want from us and get as well as what our clients don't want from us and don't get.
The Etiquette of Cross-Cultural Communication	Understanding what culture is, what a business culture is and why we sometimes find communication so difficult.
Stress and Time	- What is professionalism? - Exploring personal and possible barriers toward professionalism - How time influences our levels of etiquette and professionalism - The main rule of client care in hospitality.
Ethics	- What are ethics? - The influence of ethics on our ability to compete in our industries - Creating a framework for ethical behaviour - How we keep each other to our agreed ethical standards
How we bring etiquette, culture, customer care and ethics together	- Case studies and role plays assisting with decision making - You be the judge – allowing for discernment and discussion

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](#)