

Business Etiquette

Success in any industry relies on relationships, whether with co-workers, clients, suppliers, or investors. When you're well-mannered and considerate in dealing with others, you create engaging, productive, and long term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct one's self in the company of others. This is where business etiquette comes in. This course will introduce participants to business etiquette, as well as provide guidelines for the practice of business etiquette across different situations.

Course Outline

- Understanding Etiquette
- Networking for Success
- The Meet and Greet
- The Dining in Style
- Eating Out
- Business Email Etiquette
- Telephone Etiquette
- The Written Letter
- Dressing for Success
- Key Financial Levers

Who Should Attend

- Suitable to all job positions

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions

Learning outcomes

Upon the completion of this Course, the learner will be able to:

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

Course Duration

The standard duration of this course is 12 contact hours.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

For more information please feel free to contact:

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