

Business Etiquette – AP3418

Office etiquette can be tricky in these days of in-house exercising, informal digital communication and open-plan workspaces. One of the biggest changes of 21st-century office life is the ubiquity of gadgets like Smart phones and iPods. This hands-on workshop prepares participants for working in various environments by empowering them with leadership skills that create personal accountability. Individuals learn skills that help them get the job done and helps them to gain respect of peers and clients.

Objectives Covered

- Professional Appearance
- Introductions and Eye Contact
- Email and Cell Phone Etiquette
- Gadget Etiquette
- Business Meetings Protocol
- Dining Etiquette
- Non-verbal Communications
- Rules of Engagement with Leaders and More