

Business Etiquette: Gaining That Extra Edge

Course Overview

Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. If you have had some awkward moments where you weren't sure which fork to use or which side plate is yours; or if you've ever had to make small talk with some VIP and been lost for words, you know just how agonizing such moments can be. However, what can be even more damaging to your career are those things you aren't aware of - the social gaffes you aren't even aware of making.

Learning Objectives

This workshop will reassure you that you can handle most of those socially difficult moments, and perhaps give you that extra edge in areas that you'd never thought of before. Specific skills we'll work on include:

- Become more skilled at networking, from making introductions to shaking hands and using business cards appropriately.
- Be better prepared for both formal and informal meetings, even if you aren't presenting.
- Dress appropriately for every business occasion.
- Feel comfortable when dining in business or formal situations.
- Feel more confident of your business communication in every situation.
- Give you that extra edge that establishes trust and credibility.

Outline

- Introduction and Course Overview
- Fear of Embarrassment
- Test Your Business Etiquette
- The Handshake
- Business Card Etiquette
- The Skill of Making Small Talk
- Do You Remember Names?
- Review Exercise
- Making That Great First Impression
- Dress for Success
 - Dressing the Part
 - What's Your Code?
 - Adding Color to your Wardrobe
- Business Dining
- E-Mail and Telephone Etiquette
- In Good Company's Business Etiquette Quiz