



Business Etiquette Development ... **Gaining That Extra Edge**

If you have had some awkward moments where you aren't sure which fork to use 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. Business Etiquette development training is important in any job, and participants in this course will learn all the necessary skills to make the best impressions.

What participants will learn:

- 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.

Workshop Outline:

This includes large group discussions, individual work and reflection, small group discussions & exercises, case studies and simulations for role play. Customization will be based on your own needs or information provided by your human resource department or the individual department prior to the workshop. Materials are designed as interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed

- ❖ **Introductions 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 Colour to your Wardrobe

❖ **Business Dining**

❖ **E-Mail and Telephone Etiquette**

❖ **Review and exercise**

This workshop is a detailed insight into the **skills required by professionals**.

- ❖ It is very interactive and includes many activities and exercises to enhance the learning experience.
- ❖ It is spread over the period of one-full day consisting of 8 hrs (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

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Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: 1 full day (8hrs)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC Hotel or Avari Hotel, according to availability of dates assigned by your organization for the training.

Training Cost:

Cost per Individual Participant is a total of:= Rs.9500

Includes cost of:

- Handouts,
- Activity/Exercise material,
- Certificates,
- Tea (twice),
- Buffet Lunch,
- Hotel Facility Charges,
- and Trainers Cost