Course Overview:

This training course develops the concept of business etiquette and the proper etiquette practices for different business, work and social scenarios. Participants will learn the etiquette requirements for meeting, entertaining, telephone and internet business interaction scenarios. Additionally, the training course addresses etiquette challenges when doing business in a multi-cultural situation or meeting.

Course Objective:

- Gain advanced skills for gaining social, business and international exposure
- Learn principles of international business protocol and professional etiquette
- Understand how to behave correctly in both business and social situations including formal dinners, networking and online webinars, and social media.
- Learn how to establish an effective communication with different types of guests, from different counties and levels of management
- Demonstrate appropriate personal and professional conduct and follow both social and business rules

Course Outline:

- What is etiquette and why does it matter
- Etiquette knowledge self assessment
- Understanding etiquette: conventions in social behaviour and expected behaviour patterns
- Everyday manners, courtesy and common mistakes and rude behaviour
- Best practice behaviours for attending business meetings
- Behaviours, rules and etiquette for formal occasions and encounters
- Formal dinners and events: Etiquette, rules and protocol
- Test your international etiquette skills – Part 1
- Understanding and working professionally with North Americans
- The cultural differences and etiquette of dealing with Europeans
- Working with British colleagues, contacts and suppliers
- Cultural differences of Scandinavia, including Sweden and Denmark
- International Etiquette – Southern and Eastern Cultures
- Guidelines for receptionists, security and service staff
- Making introductions, greeting people, shaking hands and other protocols
- Dealing with difficult people and situations and how to say no nicely
- Telephone communication best practice and etiquette
- Politeness in written communication and email etiquette
- How to handle customer service and supplier communication etiquette and common protocols

Who Should Attend:

- Business leaders, senior executives and those involved in international affairs
- Departmental supervisors, internal consultants and human resources staff
- Project managers and technical professionals and engineers

Training Language:

Eng/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation