

Course Overview:

Did you know that approximately 85% of job success is based on “soft skills” while only 15% is based on technical knowledge? Whether you are interacting in the boardroom, online or abroad, effective soft skills will make the biggest impact in successfully building relationships.

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 countries and levels of management
- Demonstrate appropriate personal and professional conduct and follow both social and business rules
- Understand how to apply proper communication and professional etiquette at all levels and at all times
- Implement different variations in protocol and professional etiquette from different cultures, nations and regions

Course Outline:

- Introduction to Social Etiquette, Everyday Manners and Business Protocol
- Formal Events and Professional Conduct
- Behaviours, rules and etiquette for formal occasions and encounters
- International Etiquette
- Communication Etiquette and Work Ethics
- 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
- Understanding the role of ethics in the workplace

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

Training Methodology:

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