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Trace Training Business Etiquette

The art of manners for your business

Polish your staff's etiquette skills and improve their professional image.

We all want acceptance at work and we all want to be included. Sadly, many people in the workforce have missed out on vital areas of education – how to behave in all business and social situations. It reflects on the individual and it reflects badly on the organisation. In addition, inappropriate behaviour can have a detrimental affect on work teams.

Understanding business cultures and the right way to communicate and act at work will ensure people are included in all opportunities and not on the fringe of the real action.

Module 1: Exploring the boundaries of work appropriateness

This starts with a fun and fast-paced discussion of basic business behaviour. Your staff will identify behaviours suitable to your workplace and a thorough understanding of the consequences of crossing these boundaries. They will:

- Understand the value of business etiquette
- Discover some unwritten rules they didn't know existed
- Review their personal image and impact
- Explore cultural differences
- Review telephone manners
- Know how to give and receive feedback
- Review behaviour in meetings
- Learn about maintaining professional behaviour under pressure or attack

Module 2: Communication etiquette – saying and doing to create a professional impression

Everything we say and do creates an impression of the company we are representing. Whether we are communicating with co-workers, staff, and customers – saying and doing the right thing is essential for your professional image.

We will learn:

- How to create a dynamic self-introduction
- Improve listening skills
- To network with ease and effectiveness
- To understand the importance of appearance to maintain a professional image
- Telecommunications etiquette
- How to greatly enhance communications both internally and with outside customer/client contacts
- What it takes to be promoted
- To replace behavioural guesswork and uncertainty with knowledge and power

Your staff will stay in a healthy, positive work environment

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