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TRAINING

# Business Etiquette & Professional Conduct Training



1-888-881-  
1111



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0.5 DAY COURSE

The PD Training Business Etiquette and Professional Conduct Training Course will improve your staff's understanding of exactly what professional etiquette is, and with some customization, introduce them to the expected levels of etiquette in your organization. As participants, your staff will learn how to conduct themselves more professionally, communicate more effectively and acquire the tools to create that all important first impression.

Skills covered in this 3-hour professional development course include making great first impressions, conducting oneself at meetings and work-related functions, learning body language that improves outcomes, and more.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions.

These courses are facilitated in English, and are open to people from different industries in all countries especially across the United States, Singapore, Malaysia, and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalized learning experience where it is specifically targeted to your needs, see our outcomes in the reviews.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

## What You'll Gain:

Traditional business relationships and communication methods are changing, however etiquette and professionalism are still important when interacting with both internal customers (staff) and with external clients.



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Our 3-hour course covers a variety of skills and techniques to conduct oneself properly in a business environment, but can also be completely customized allowing you to implement any organizational-specific requirements.

Standard skills include creating a great first impression, how to conduct your self in and out of the office, telephone and email etiquette, communicating in the office, international etiquette considerations and much more!



## Outcomes

**In this course participants will:**

- Understand why business etiquette matters and how to improve business etiquette culture
- Understand the three components of business etiquette - appearance, communication, and behavior
- Know how to make a great first impression
- Understand how to read body language
- Understand the intricacies of introducing people in business contexts and how to remember people's names
- Understand the art of conversation both in person and on the phone
- Understand how your personal style influences how you communicate
- Know the right way to behave online in a business context
- Explore the do's and don'ts of email etiquette
- Know how to behave in business social contexts
- Understand the etiquette of how to deal with ethical dilemmas, personal issues, and difficult people

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## Modules

### **Lesson 1: Do Manners Matter?**

- The Case for Business Etiquette
- The ABC of Business Etiquette
- Reflection

### **Lesson 2: How To Make An Impression**

- First Impressions do Count
- Body Language
- Reflection

### **Lesson 3: The Personal Touch**

- Introduction Etiquette
- The Hand Shake
- Polite Conversation
- Personal Style
- Reflection

### **Lesson 4: Netiquette – Manners In The Online World**

- Civility on the Internet
- Email Etiquette
- Social Media Etiquette
- Reflection

### **Lesson 6: Social Business Etiquette**

- Socializing After Hours
- Marking Employee Events

### **Lesson 7: Dealing With Challenges Professionally**

- Personal Issues
- Difficult People



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- Reflection

- Ethical Dilemmas
- Reflection

#### **Lesson 8: Reflections**

- Create an Action Plan
- Accountability = Action

**Talk to our expert team**

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