



corporate training options

## **Business Etiquette & Professionalism**

### Overview & Learning Outcomes

Upon successful completion of this course you should be able to:

- Discuss business etiquette and its role
- Suggest ways to be your best in job interviews
- Discuss business meeting and meal meeting protocol
- Learn more about electronic etiquette
- Highlight diversity and multicultural etiquette

### Prerequisites

There are no pre-requisites for this course.

### Duration:

1 Day

### Courseware:

High quality learning materials are available for purchase by participants.

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### **Corporate Training Options**

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart  
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**Business Etiquette & Professionalism**  
**Training Course Outline**

**Principles of Professional Behaviour**

Always be your best  
Meeting and greeting  
Sending social invitations to business associates

**Interview Etiquette**

Interviewing  
Before the interview  
In the waiting room  
During the interview  
After the interview  
Job fair interviews

**Planning and Attending Business Meetings**

Office meetings  
Meal meetings

**Electronic Etiquette**

Voicemail  
Cell phones  
Email

**Multicultural Etiquette**

Defining the challenge  
Five steps to dealing with diversity  
Guidelines for managing diverse relationships

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