



**Accredited
Certification
International
Limited**

Etiquette Now



This no-nonsense, real-world training program teaches all forms of business etiquette: dining etiquette, communication etiquette, telephone etiquette, meeting etiquette, tipping etiquette, travel etiquette, email etiquette, voicemail etiquette, business cocktail party etiquette, wardrobe etiquette, and more. It is specifically designed for groups who want to polish their skills and improve their professional image. Information is presented in a humorous and relaxed style that cuts to the heart of today's etiquette concerns. Trainers use hands-on activities to reinforce learning points.

1 Day

Objectives

- At the program's conclusion, participants will have an understanding of communication styles and communication etiquette, dining etiquette, travel etiquette, and most importantly, how to handle business situations with style and grace.

Target Audience

- Staff who often face customers and representing the company in negotiation and provide a good image to the customer for the company.

Details

- Describe appropriate office dress.
- Demonstrate an effective self introduction, introduction of others, and small talk.
- Successfully navigate a business meal.
- Develop an action plan to improve personal professionalism.
- The Communication Jungle: Understanding Different Communication Styles
- Communication Etiquette: Saying and Doing the "Right" Things
- Gracious Host, Gracious Guest: The Art and Science of Entertaining
- Etiquette on the Move: Business Travel, Parties, Tradeshow, and More.

Methodology

Presentation and experience sharing

Venue

ACI training centre