



Business Etiquette

This one-day session will help you teach participants:

- The elements of a good handshake
- How to manage business cards
- Tips on remembering names
- Ways to make a good first impression
- The basics of dining etiquette
- How to communicate properly and politely



Introduction and Course Overview

The first part of the day will be getting to know participants and discussing what will take place during the session. Participants will also have an opportunity to identify their personal learning objectives.

Fear of Embarrassment

Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. We will look at some of the causes of embarrassment and some solutions.

Test Your Business Etiquette

As a pre-assignment, participants were asked to complete a quiz on etiquette. During this session, you will review our suggested answers; be prepared for some debate!

The Handshake

During the important first few minutes of a new relationship, a handshake is usually the only body contact between two people. We will discuss and demonstrate the five factors of a good handshake.

Business Card Etiquette

The exchange of business cards is a common ritual when meeting a new person. We will discuss some things to keep in mind when giving and receiving business cards.

The Skill of Making Small Talk

Being able to small-talk successfully is one of the most crucial skills a businessperson can develop, but it's also one of the hardest. We'll discuss some basic do's and don'ts of small talk.

Do You Remember Names?

There are four keys to remembering names. We will discuss and practice each of them.

Making that Great First Impression

During this session, we will discuss some ways that participants can make sure their first impression is perfect.



Dress for Success

It's always difficult to know just how to dress, particularly if you're meeting new people. We will cover some basic guidelines and the details of particular dress codes. We'll also talk about what the colour of your clothes says to others.

Business Dining

This session will focus on the do's and don'ts of business lunches. If possible, we recommend that you have participants practice an actual business lunch.

E-mail and Telephone Etiquette

How a businessperson presents themselves over the phone and via e-mail is just as important as their in-person impression. We'll discuss some key points of telephone and e-mail manners in both a small group and a large group setting.

Session Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.