

BUSINESS ETIQUETTE

DAYS OF TRAINING: 1

PREREQUISITES: None

OFFICE PROTOCOL

Office etiquette

Cubicle and office etiquette

Office relationships

PROFESSIONAL CONDUCT

Appropriate use of the Internet

Ethical dilemmas

Personal issues in the workplace

COMMUNICATING IN THE WORKPLACE

Introductions

Conversations

Etiquette in meetings

ETIQUETTE IN COMMUNICATION

Telephone courtesy

E-mail etiquette

Writing guidelines

BUSINESS FUNCTIONS

Attending business functions

Business dining

TRAVELLING FOR BUSINESS

The courteous TRAVELLER

International travel

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